



Urgent Care Services

7th Avenue Walk in Clinic

1201 S 7th Ave
Phoenix, AZ 85007
(602) 344-6655

Participates in: HMO, OAP, OAPC, PPO

In Network

Express Urgent Care PC

333 W Thomas Rd #100
Phoenix, AZ 85013
(602) 368-1400

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Concentra Urgent Care

1818 E Sky Harbor Cr North
Bldg 2 150
Phoenix, AZ 85034
(866) 944-6046

Participates in: HMO

In Network

CMG Urgent Care

3003 N 3rd St
Phoenix, AZ 85012
(602) 282-9200

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Good Night Pediatrics Central Phoenix

3600 N 3rd Ave #B
Phoenix, AZ 85013
(602) 412-4033

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Nextcare Urgent Care

1701 E Thomas Rd #A104
Phoenix, AZ 85016
(800) 819-8566

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Phoenix Children's Hospital

1919 E Thomas Rd
Phoenix, AZ 85016
(602) 546-5066

Participates in: HMO, OAP, OAPC, PPO

In Network

Advanced Urgent Care

3302 W Thomas Rd #10
Phoenix, AZ 85017
(602) 233-2900

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Concentra Urgent Care

3532 W Thomas Rd 5
Phoenix, AZ 85019
(866) 944-6046

Participates in: HMO

In Network

Advanced Urgent Care

5201 N 19th Ave #100
Phoenix, AZ 85015
(602) 795-1411

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Valle Del Sol Urgent Care LLC

4338 W Thomas Rd #
116-117

Phoenix, AZ 85031
(623) 385-7999

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Good Night Pediatrics South Mountain PC

325 E Baseline Rd
Phoenix, AZ 85042
(602) 824-4228

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Jesse Owens Urgent Care

325 E Baseline Rd
Phoenix, AZ 85042
(602) 824-4352

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Express Urgent Care PC

9002 N Central Ave #100
Phoenix, AZ 85020
(602) 322-4900

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Advanced Urgent Care

2301 N 44th St
Phoenix, AZ 85008
(602) 808-8786

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Concentra Urgent Care

5340 W Buckeye Rd 3
Phoenix, AZ 85043
(866) 944-6046

Participates in: HMO

In Network

Nextcare Urgent Care

5920 W Mcdowell Rd
Phoenix, AZ 85035

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

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Wellness Works Center
4645 E Cotton Center Blvd
Bldg 1 F829
Phoenix, AZ 85040
(877) 427-8801
Participates in: HMO

In Network

Nextcare Urgent Care
4730 E Indian School Rd
#211
Phoenix, AZ 85018
(602) 354-3491
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Arcadia Urgent Care
4730 E Indian School Rd
#211
Phoenix, AZ 85018
(602) 354-3491
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Laveen Urgent Care
5045 W Baseline Rd #110
Laveen, AZ 85339
(602) 237-7373
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Concentra Urgent Care
950 W Southern Ave
Tempe, AZ 85282
(866) 944-6046
Participates in: HMO

In Network

Advanced Urgent Care
2423 W Dunlap Ave #150
Phoenix, AZ 85021
(602) 216-6862
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Nextcare Urgent Care
914 N Scottsdale Rd #104
Tempe, AZ 85281

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

**Ahwatukee Foothills
Urgent Care**
4545 E Chandler Blvd
Phoenix, AZ 85044
(480) 961-2300
Participates in: HMO, OAP,
OAPC, PPO

In Network

Advanced Urgent Care
8260 W Indian School Rd #1
Phoenix, AZ 85033
(623) 846-7122
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Statclinix, PLC
4530 E Ray Rd #100
Phoenix, AZ 85044
(480) 598-7500
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Express Urgent Care PC
9250 W Thomas Rd #100
Phoenix, AZ 85037
(623) 322-5900
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Concentra Urgent Care
12808 N Black Canyon Hwy
Phoenix, AZ 85029
(866) 944-6046
Participates in: HMO

In Network

**Camelback Advantage
Urgent Care**
9515 W Camelback Rd Bldg
5 #136
Phoenix, AZ 85037
(602) 530-6189
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

**Good Night Pediatrics
Avondale PC**
10320 W Mcdowell Rd Bldg
L
Avondale, AZ 85392
(623) 643-9233

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

**Scottsdale Healthcare
Urgent Care Center**
13843 N Tatum Blvd #1
Phoenix, AZ 85032
(480) 323-3366
Participates in: HMO, OAP,
OAPC, PPO

In Network

Advanced Urgent Care
1804 W Elliot Rd
Tempe, AZ 85284
(480) 456-0446
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

**Phoenix Children's Urgent
Care Centers-Scottsdale**
6990 E Shea Blvd
Scottsdale, AZ 85254
(480) 922-5437
Participates in: HMO, OAP,
OAPC, PPO

In Network

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**CMG Urgent Care**

5891 W Eugie Ave
Glendale, AZ 85304
(602) 588-6600

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Kyrene Urgent Care**

40 S Kyrene Rd #3
Chandler, AZ 85226
(480) 361-6609

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Nextcare Urgent Care**

3229 E Greenway Rd #102
Phoenix, AZ 85032

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Concentra Urgent Care**

1710 W Southern
Mesa, AZ 85202
(866) 944-6046

Participates in: HMO

In Network**Nextcare Urgent Care**

9494 W Northern Ave #101
Glendale, AZ 85305
(800) 819-8566

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**West Valley Urgent Care**

4110 N 108th Ave #101
Phoenix, AZ 85037
(623) 218-0780

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Nextcare Urgent Care**

7425 E Shea Blvd #108
Scottsdale, AZ 85260
(800) 819-8566

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Advanced Urgent Care**

401 E Bell Rd #18
Phoenix, AZ 85022
(480) 456-0444

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Advanced Urgent Care**

835 W University Dr
Mesa, AZ 85201
(480) 664-6007

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Phoenix Children's Urgent Care Centers-Avondale**

1665 N Avondale Blvd
Avondale, AZ 85392
(623) 312-2000

Participates in: HMO, OAP,
OAPC, PPO

In Network**Parkway Urgent Care**

6565 E Greenway Pky #100
Scottsdale, AZ 85254
(480) 348-3200

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Abrazo Medical Group Urgent Care**

6565 E Greenway Pky
Scottsdale, AZ 85254
(480) 905-2700

Participates in: HMO, OAP,
OAPC, PPO

In Network**Concentra Urgent Care**

14155 N 83rd Ave Bldg H
101
Peoria, AZ 85381

(866) 944-6046

Participates in: HMO

In Network**Nextcare Urgent Care**

600 S Dobson Rd #26
Chandler, AZ 85224

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Nextcare Urgent Care**

13075 W Mcdowell Rd
#D106

Avondale, AZ 85392

(800) 819-8566

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Statclinix, PLC**

15223 N 87th St #110
Scottsdale, AZ 85260
(480) 682-4101

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**West Valley Urgent Care**

17218 N 72nd Dr #100
Glendale, AZ 85308
(623) 334-8670

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network**Bell Urgent Care LLC**

6345 E Bell Rd #4
Scottsdale, AZ 85254
(480) 219-2811

Participates in: HMO, OAP,
OAPC, PPO

In Network**Nextcare Urgent Care**

18589 N 59th Ave #101
Glendale, AZ 85308
(800) 819-8566

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

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Sun Valley Pediatric Urgent Care

801 W Ray Rd #1
Chandler, AZ 85225
(480) 355-5437
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Express Urgent Care PC

10249 W Thunderbird Blvd
#300
Sun City, AZ 85351
(623) 889-7285
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Phoenix Children's Urgent Care Centers North West Valley

20325 N 51st Ave Bldg 3
#116
Glendale, AZ 85308
(623) 972-5437
Participates in: HMO, OAP,
OAPC, PPO
In Network

Nextcare Urgent Care

3130 E Baseline Rd #105
Mesa, AZ 85204

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

CMG Urgent Care

1840 S Stapley Dr #101
Mesa, AZ 85204
(480) 464-8500
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

All Kids Urgent Care

1430 N Cooper Rd #101
Gilbert, AZ 85233
(480) 633-1111
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Now Care

8251 W Union Hills Dr #140
Glendale, AZ 85308
(623) 875-7900
Participates in: HMO, OAP,
OAPC, PPO
In Network

Statclinix, PLC

1151 N Gilbert Rd
Mesa, AZ 85213
(480) 610-0688
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Nextcare Urgent Care

20950 N Tatum Blvd #190
Phoenix, AZ 85050

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Nextcare Urgent Care

9745 W Bell Rd
Sun City, AZ 85351
(623) 742-2999
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Good Night Pediatrics Northwest Valley

8801 W Union Hills Dr Bldg
A
Peoria, AZ 85382
(623) 241-9026
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Gilbert Urgent Care

1501 N Gilbert Rd
Gilbert, AZ 85234
(480) 728-4104
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Chandler Valley Urgent Care Clinic, Inc

936 W Chandler Blvd #1
Chandler, AZ 85225
(480) 792-1025
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Concentra Urgent Care

1959 S Val Vista Rd 106
Mesa, AZ 85204
(866) 944-6046
Participates in: HMO
In Network

Nextcare Urgent Care

4401 E McKellips Rd #102
Mesa, AZ 85215
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Desert Valley Urgent Care

250 W Chandler Heights Rd
Chandler, AZ 85248
(480) 659-2759
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

Nextcare Urgent Care

2550 N Thunderbird Cir
#303
Mesa, AZ 85215
(480) 924-8382
Participates in: HMO,
LocalPlus, OAP, OAPC, PPO
In Network

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Phoenix Children's Urgent Care Centers East Valley

5131 East Southern Ave
Mesa, AZ 85206
(480) 833-5437

Participates in: HMO, OAP, OAPC, PPO

In Network

Health First Urgent Care LLC

888 S Greenfield Rd #101
Gilbert, AZ 85296
(480) 892-1300

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Good Night Pediatrics East Valley PC

1452 N Higley Rd
Gilbert, AZ 85234
(480) 813-9600

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

West Valley Urgent Care

14811 W Bell Rd #101
Surprise, AZ 85374
(623) 815-9073

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Surprise Advantage Urgent Care

14800 W Mountain View Blvd #190
Surprise, AZ 85374
(602) 530-6189

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Nextcare Urgent Care

20470 N Lake Pleasant Rd #102
Peoria, AZ 85382

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Statclinix, PLC

17225 E Shea Blvd #105
Fountain Hills, AZ 85268
(480) 295-3700

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Nextcare Urgent Care

1066 N Power Rd #101
Mesa, AZ 85205

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Elite Urgent Care Corp

652 E Warner Rd #107
Gilbert, AZ 85296
(480) 892-5555

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

All Kids Urgent Care

10720 E Southern Ave
#112A

Mesa, AZ 85209
(480) 633-1111

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Urgent Care Maricopa

20750 N John Wayne Pky
Maricopa, AZ 85139
(480) 728-4300

Participates in: HMO

In Network

1st Care Urgent Care

1300 S Watson Rd #104
Buckeye, AZ 85326
(623) 251-3201

Participates in: HMO, LocalPlus, OAP, OAPC, PPO

In Network

Queen Creek Urgent Care

7205 S Power Rd #101
Queen Creek, AZ 85142
(480) 728-6000

Participates in: HMO, OAP, OAPC, PPO

In Network

Apache Junction Urgent Care LLC

2080 W Southern Ave #A1
Apache Junction, AZ 85220
(480) 776-1588

Participates in: HMO

In Network

Mental Health & Chemical Dependency

Phoenix Children's Hospital

1919 E Thomas Rd
Phoenix, AZ 85016
(602) 546-5066

Participates in: HMO, OAP, OAPC, PPO

In Network

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Better solutions for your health.sm

You choose
your doctor.
This guide
can help.

WHO WE ARE

- The **CIGNA HealthCare** companies make up one of the largest health care organizations in the world. More than 14 million people are covered under CIGNA HealthCare medical plans in the U.S.
- **We are where you are.** CIGNA HealthCare has a national presence, but we also have a local focus in most areas. This means local medical directors and health services representatives work to provide you with access to quality care.
- **We are committed to providing access to quality health care.** We have made a significant commitment to requesting independent reviews of our plans by the National Committee for Quality Assurance (NCQA).

WHAT YOU CAN EXPECT

- **Convenient access to quality health care.** Before joining the CIGNA HealthCare network of contracted physicians, doctors must meet CIGNA HealthCare standards through a process called credentialing. We regularly review physicians' credentials to help ensure they continue to meet these standards.
- **Medical coverage.** Your plan includes coverage for diagnosis and treatment of illness and injury, and a regular program of preventive care to help keep you and your family well.
- **Responsive customer service.** Whether on our Web site, www.cigna.com, by phone when you talk to a CIGNA HealthCare Member Services representative or through our automated telephone system, you have easy access to consistent, accurate, and timely information about your plan – when it's convenient for you.

ABOUT THIS DIRECTORY

The following pages list the independent doctors and other health care providers in this area who participate in the CIGNA HealthCare network. You can use this directory to select your Primary Care Physician (PCP) for yourself and each covered member of your family. You can also use it to locate participating specialists, hospitals, and other health care providers. An updated listing of participating providers is always available at www.cigna.com. You can use our online directory to:

- search for participating physicians, hospitals and providers.
- download your own personalized provider directory to have on hand when you need it.

The online provider directory is updated often, so visit it often. Just go to www.cigna.com, and click on Provider Directory in the Popular Links section.

For more information, please visit www.cigna.com or call CIGNA HealthCare Member Services at the toll-free number on your CIGNA HealthCare ID card.

www.cigna.com

Your PCP serves as a source for advice and direction.

YOUR CIGNA HEALTHCARE ID CARD

- You'll receive your CIGNA HealthCare ID card after you've enrolled. The card gives your name and ID number, the name of your Primary Care Physician, and other details about your plan.
- Keep your CIGNA HealthCare ID card with you at all times. Show it whenever you visit a health care provider.

WORKING WITH YOUR DOCTOR

When you choose your Primary Care Physician (PCP) to be your personal physician, you establish and develop a relationship that remains a reassuring part of your plan. Each member of your family can choose his or her own PCP.

- The PCP serves as a "home base" for basic care – a source for advice and direction.
- From preventive checkups and routine medical care to coordination of specialized care and hospitalizations, a PCP's involvement can mean earlier interventions and more effective outcomes.
- If required as a part of your plan, your PCP will also provide you with referrals to specialists when necessary. See your *Summary of Benefits* to learn whether your plan requires you to have a referral before seeing a specialist.
- If your PCP is part of a medical group, and your plan requires referrals, you may be required to see a specialist who practices in that group for services to be covered. Check with your PCP or call CIGNA HealthCare Member Services to learn whether this requirement applies to you.
- Referral-free access to OB/GYNs – As part of your plan, you can visit a participating OB/GYN at any time, without a referral, even if your plan requires referrals to other types of specialists. Please note: If your PCP is part of a medical group and your plan requires referrals you may be required to see an OB/GYN who practices in that group for services to be covered. Check with your PCP or call CIGNA HealthCare Member Services to learn whether this requirement applies to you.
- You can change your PCP at any time, for any reason.

Visit www.cigna.com to learn more about your plan, search for participating providers, and learn more about healthy living.

You're
covered for
emergencies
24 hours a
day, at home
or away.

Call your
PCP for
Urgent Care
situations.

SELECTING YOUR DOCTOR

Follow your employer's instructions for enrolling in the CIGNA HealthCare plan. If your employer asks you to fill out an enrollment form:

- Use the enrollment form to enter your choice(s) of Primary Care Physicians.
- If using the form, write the name of each family member, the name of the Primary Care Physician, and the doctor's ID number as shown in the directory.
- Complete the rest of the form and submit to your benefits department as directed by your employer.

YOUR SUMMARY OF BENEFITS

Your *Summary of Benefits* gives you important information on the medical benefits and other types of services your plan covers. You should read your *Summary of Benefits* to determine whether you have prescription drug coverage, coverage for mental health and substance abuse, and/or vision care coverage as a part of your CIGNA HealthCare plan before you arrange care with these providers.

EMERGENCY CARE

An emergency is a sudden unexpected injury or a serious illness that a prudent layperson (a person with average knowledge of medical science) believes needs to be treated right away, or it could result in loss of life, serious medical complications or permanent impairment.

- You and participating family members are covered for emergencies 24 hours a day, seven days a week – at home, in your home area, or away on a trip.
- In an emergency, always seek medical care immediately. Go directly to the nearest emergency facility (even one that is not part of the CIGNA HealthCare network), or call 911 or your area's local emergency services number.
- You do not need a referral from your PCP or any authorization before receiving emergency care.
- If you have been treated for an emergency, call your PCP (or have someone call for you) for further assistance and directions on follow-up care. When possible, you should call within 48 hours.

EXAMPLES OF EMERGENCIES:

- Seizure or loss of consciousness
- Shortness of breath
- Uncontrolled bleeding
- Chest pain or severe squeezing sensation in the chest
- Poisoning or suspected overdose of medication
- Sudden paralysis or slurred speech
- Broken bones
- Severe pain

URGENT CARE

Some situations require prompt medical attention although they are not emergencies. In these situations, call your Primary Care Physician and describe the situation. He or she will direct you to the most appropriate type of care.

CIGNA LIFESOURCE **Transplant NetworkSM**

CIGNA HealthCare is committed to providing access to quality health care through today's innovative and technologically advanced medical options. As a CIGNA HealthCare member, you'll have access to the CIGNA LIFESOURCE Transplant NetworkSM, a network of participating organ and tissue transplant centers. Developed by a team of CIGNA HealthCare clinical professionals, the CIGNA LIFESOURCE Transplant NetworkSM includes respected hospitals and medical centers throughout the United States.

As part of the credentialing program, each transplant facility is evaluated for favorable rates of patient outcomes, as well as waiting periods, housing arrangements, and "patient friendly" environments, before it is included in the CIGNA LIFESOURCE Transplant NetworkSM.

CIGNA LIFESOURCE participants are managed by the Comprehensive Transplant Case Management Unit. This unit consists of Registered Nurses with clinical experience in transplant, hematology/oncology, home health care, dialysis, critical care and/or community care. They are specially trained to manage complex transplant cases.

Benefits from the Comprehensive Transplant Case Management Unit include:

- Clinical partnership with providers
- Consistency in service and benefit administration
- Dedicated resources for complex areas of medicine
- Advocacy
- Administrative efficiency

In some instances a travel allowance is offered as a feature of the program. Please be aware that most of these expenses are usually considered taxable income.

As a CIGNA HealthCare member, you can have access to these services when they are coordinated through your physician and your CIGNA HealthCare plan Medical Director.

**Respected
hospitals and
medical
centers
throughout
the United
States.**

All Children's Hospital
801 6th St S
St. Petersburg, FL 33701

**Barnes Jewish Hospital/
Washington University
& St. Louis Children's
Hospital**

One Barnes Hospital Plz
St. Louis, MO 63110

**California Pacific Medical
Center**

2333 Buchanan St
San Francisco, CA 94115

Cedars-Sinai Medical Center

8700 Beverly Blvd
Los Angeles, CA 90048

**Children's Hospital Medical
Center**

3333 Burnett Ave
Cincinnati, OH 45229

**Children's Hospital of
Denver**

1056 E 19th Ave
Denver, CO 80218

**Children's Memorial
Hospital**

2300 Childrens Plz
Chicago, IL 60614

**City of Hope National
Medical Center**

1500 E Duarte Rd
Duarte, CA 91010

Cleveland Clinic Foundation

9500 Euclid Ave
Cleveland, OH 44195

**Duke University Medical
Center**

Erwin Rd
Durham, NC 27710

Florida Hospital

601 E Rollins St
Orlando, FL 32803

**Froedtert Memorial
Lutheran Hospital**

9200 W Wisconsin Ave
Milwaukee, WI 53226

**H. Lee Moffitt Cancer
Center**

12902 Magnolia Dr
Tampa, FL 33612

**Hackensack University
Medical Center**

30 Prospect Ave
Hackensack, NJ 07601

**Jackson Memorial
Hospital/University of
Miami**

1611 NW 12th Ave
Miami, FL 33136

Jewish Hospital

217 E Chestnut St
Louisville, KY 40202

**Johns Hopkins Health
System**

600 N Wolfe St
Baltimore, MD 21287

Lahey Clinic Medical Center

41 Mall Rd
Burlington, MA 01805

**Loma Linda University
Medical Center**

11234 Anderson St
Loma Linda, CA 92354

**Lucile Packard Children's
Hospital**

725 Welch Rd
Palo Alto, CA 94304

**M. D. Anderson Cancer
Center**

1515 Holcombe Blvd
Houston, TX 77030

Medical City Dallas Hospital

7777 Forest Ln
Dallas, TX 75230

Medical College of Virginia

401 N 12th St
Richmond, VA 23298

**Medical University of South
Carolina**

171 Ashley Ave
Charleston, SC 29425

Memorial Hermann Hospital

6411 Fannin St
Houston, TX 77030

Mt. Sinai Medical Center

One Gustave L. Levy Place
New York, NY 10029

Nebraska Health System

Nebraska Medical Center Dr
Omaha, NE 68198

New England Medical Center

750 Washington St
Boston, MA 02111

**Northside Hospital/The
Blood and Marrow
Transplant Group of
Georgia**

960 Johnson Ferry Rd
Atlanta, GA 30342

**Presbyterian St. Luke's
Medical Center**

1719 E 19th Ave
Denver, CO 80218

Scripps Green Hospital

4275 Campus Point Ct
San Diego, CA 92121

Sharp Memorial Hospital

7901 Frost St
San Diego, CA 92123

**St. Jude Children's Research
Hospital**

332 N Lauderdale St
Memphis, TN 38105

**Stanford University Medical
Center**

300 Pasteur Dr
Stanford, CA 94305

Tampa General Hospital

Davis Islands
Tampa, FL 33655

**Temple University Health
System**

3401 N Broad St
Philadelphia, PA 19140

**Thomas Jefferson University
Hospital**

111 S 11th St
Philadelphia, PA 19107

UCLA Medical Center

10833 Leconte Ave
Los Angeles, CA 90095

UCFS Medical Center

505 Parnassus Ave
San Francisco, CA 94143

**University Hospitals of
Cleveland**

11100 Euclid Ave
Cleveland, OH 44106

University Medical Center

1501 N Campbell Ave
Tucson, AZ 85724

**University of Alabama at
Birmingham**

1825 University Blvd
Birmingham, AL 35294

**University of California
Davis**

2315 Stockton Blvd
Sacramento, CA 95817

**University of Chicago
Medical Center and
Wyler Children's
Hospital**

5841 S Maryland Ave MC5026
Chicago, IL 60637

University of Colorado

4200 E 9th Ave
Denver, CO 80262

**University of Massachusetts
Medical Center**

55 Lake Ave N
Worcester, MA 01655

**University of North Carolina
Medical Center**

101 Manning Dr
Chapel Hill, NC 27514

**University of Pennsylvania
Health System**

3400 Spruce St
Philadelphia, PA 19140

University of Virginia

Lee St
Charlottesville, VA 22908

**University Physicians, Inc.
(University of Maryland)**

22 S Greene St
Baltimore, MD 21201

USC University Hospital

1500 San Pablo St
Los Angeles, CA 90033

Vanderbilt University

1211 22nd Ave S
Nashville, TN 37232

CIGNA HealthCare Care Facilitation

At CIGNA HealthCare, our goal is to help make sure that you have access to the appropriate care, in the appropriate setting. We have established a wide network of physicians and we continuously contract with new physicians to help make sure that you have access to care from credentialed providers.

Your plan may require that you choose a Primary Care Physician (PCP) for yourself and your covered dependents. Your PCP is your personal doctor who can coordinate your medical care and keep your medical history. If your plan does not require you to choose a PCP, you can still choose a PCP or a personal physician for yourself and your covered dependents to help coordinate your care. Your first stop should be your PCP or personal physician. He or she can help determine if you need specialty care or hospitalization.

What is Precertification?

Precertification is a review process where CIGNA HealthCare nurses, pharmacists and/or physicians work with your physician to determine:

- Whether a procedure, treatment or service is a covered benefit;
- What your benefits will be for a procedure, treatment or service if you use a provider who is not in the CIGNA HealthCare network.

How does the process work?

CIGNA HealthCare requires that a precertification number be obtained for hospital admissions and selected outpatient services. When a request for a precertification number comes into CIGNA HealthCare from your provider, a CIGNA HealthCare nurse evaluates the request using nationally recognized guidelines to assist in the review. These guidelines are consistent with sound clinical principals and processes and have been developed with involvement from actively practicing health care providers. CIGNA HealthCare nurses determine what services are covered based on your plan benefits and using these guidelines. When guidelines do not exist, clinical resource tools based on clinical evidence are used.

Anytime a CIGNA HealthCare nurse is unable to approve coverage for clinical reasons; the case is referred to a CIGNA HealthCare physician who considers each case on an individual basis. The CIGNA HealthCare physician may speak with your physician to obtain additional information. You and your physician will be notified in writing if a request for a precertification number can not be approved based on the information we received and your plan benefits.

When does the review occur?

The review process can occur at three different times:

- Prospective review is when CIGNA HealthCare receives a request before you receive care. Determinations are made within two (2) business days of receiving all necessary information. Notice of coverage approval will be given to your provider verbally or by fax.
- Concurrent review is when CIGNA HealthCare receives a request while you are receiving care or in a hospital, skilled nursing facility or rehabilitation facility. Determinations are made within one (1) business day of receiving all necessary information. Notice of coverage approval will be given to your provider verbally or by fax.
- Retrospective review is when CIGNA HealthCare receives a request after you have received care. Determinations related to these services are made within thirty (30) days after receiving all necessary information. Notice of coverage approval will be given to your provider verbally or by fax.

If your situation requires that a determination be made right away, then CIGNA HealthCare will perform an expedited review. This determination will be completed within one (1) calendar day.

Licensed physicians will determine coverage denials when clinical reasons are the rationale for the denial. Denial letters will explain the reason for the decision and details on how to submit additional information and/or proceed through the formal Appeals Process, should you disagree with the coverage decision.

If your physician is part of the CIGNA HealthCare network, then he or she is responsible for contacting CIGNA HealthCare to initiate the precertification process. If you use a physician who is not part of the CIGNA HealthCare network, then you are responsible for contacting CIGNA HealthCare to initiate the precertification process. It is important for you to review your benefit plan or contact CIGNA HealthCare at the number on your CIGNA HealthCare ID card to understand which services require precertification. Failure to obtain precertification when required will result in a reduction of your benefits.

What is Case Management?

Case Management is when a CIGNA HealthCare Nurse provides you with assistance in coordinating services between your providers and across different care settings, such as a hospital, rehabilitation facility and your home. They will also assist you with identifying available community resources for services that may not be covered by your benefit plan or by providing you with health care information. If you think the services of a CIGNA HealthCare Nurse Case Manager might be of assistance to you, you can call the number on your CIGNA HealthCare ID card to request information and to be contacted by a CIGNA HealthCare Nurse.

Provider Compensation

CIGNA HealthCare is committed to keeping you informed about matters related to your health care plan. For that reason, we offer the following description of the way that CIGNA HealthCare compensates health care providers (physicians, hospitals and other health care practitioners and facilities) that participate in our managed care networks.

CIGNA HealthCare compensates health care providers in ways that are intended to emphasize preventive care, promote quality care and ensure the appropriate and cost-effective use of covered medical services and supplies. CIGNA HealthCare reinforces this philosophy through utilization management decisions made by its medical directors and Health Services staff. CIGNA HealthCare employees are encouraged to promote appropriate utilization of covered health care services and to discourage underutilization.

The same criteria apply for physicians eligible to receive additional payments based on their performance. Physician compensation and incentives encourage the provision of medically necessary care. CIGNA HealthCare considers the physician's quality of care, quality of service and appropriate use of medical services prior to awarding any bonuses and incentives.

The methods by which participating health care providers agree to be compensated are described generally here. The amount and type of compensation a health care provider agrees to accept may vary depending upon the type of plan. For example, a hospital may agree to accept less for services provided to patients enrolled in an HMO plan than to patients enrolled in other types of plans. In addition, CIGNA HealthCare may attempt in various ways to promote the use of those participating providers that are the most cost-effective, while assuring quality and access to covered services and supplies.

DISCOUNTED FEE FOR SERVICE:

Payment for services is based on an agreed-upon discounted amount from the health care provider's bill.

CAPITATION:

By mutual agreement, network physicians, provider groups or physician/hospital organizations (PHOs) are paid a fixed amount (capitation) at regular intervals for each member assigned to the physician, group or PHO, whether or not services are provided. This payment covers physician and/or, where applicable, hospital or other services covered under the benefits plan. Medical groups and PHOs may in turn compensate providers using a variety of methods.

Capitation offers health care providers a predictable income, encourages physicians to keep people well through preventive care, eliminates the financial incentive to provide services that will not benefit the patient and reduces paperwork.

Providers paid on a capitation basis may participate in a risk-sharing arrangement with CIGNA HealthCare; they agree on a target amount for the cost of certain services and share all or some of the amount by which costs are over or under the target. Provider services are monitored using criteria that may include accessibility, quality of care, member satisfaction and appropriate and cost-effective use of medical services and supplies.

CIGNA HealthCare may also work with third parties that administer payments to participating providers. Under these arrangements, CIGNA HealthCare pays the third party a fixed monthly amount for these services. Providers are compensated by the third party for services provided to CIGNA HealthCare plan members from the fixed amount. Compensation arrangements vary but generally depend on overall utilization.

SALARY:

Physicians and other providers who are employed to work in a CIGNA HealthCare staff-model medical facility are paid a salary. The salary is decided in advance each year and is guaranteed regardless of the services provided. Physicians are eligible for a bonus at the end of the year based on performance, which is evaluated using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies.

BONUSES AND INCENTIVES:

Some providers may receive additional payments based on their performance, which is measured using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies. Providers may also receive financial and/or nonfinancial incentives that promote utilization of cost-effective participating providers (such as hospitals, labs, specialists and vendors) and covered drugs and supplies.

PER DIEM:

A specific amount is paid to a hospital per day for all health care received. The payment may vary by type of service and length of stay.

CASE RATE:

A specific amount is paid for all health care received in the hospital for a given hospital stay (such as for a normal maternity delivery).

If you would like to find out which compensation method applies to services you receive from a provider, just ask the provider's administrative staff. CIGNA HealthCare Member Services is available to help with general questions at the toll-free telephone number on your CIGNA HealthCare ID card.