

WHY CIGNA MEDICAL GROUP?

North to south, east to west, head to toe,
Cigna Medical Group is here for you.



When it comes to health care services, finding a doctor that's right for your unique needs can be hit or miss. Sometimes treatment decisions can be difficult, and you need support. We would like to introduce you to Cigna Medical Group (CMG), which is available to you and your family when you enroll in a Cigna medical plan.

When you visit Cigna Medical Group, we think you'll enjoy our different approach to care. Our patient centered medical home supports and nurtures your unique strengths to help you reach your full potential. We believe quality primary care and an unparalleled patient experience is in the best interest for all patients, and is essential to achieving better health outcomes.

Cigna Medical Group is one of the Valley's largest multispecialty group practices with 25 locations and integrated services:

- 23 medical offices with 6 multispecialty centers and 3 urgent care centers
- 2 CareToday convenience care clinics
- 21 onsite pharmacies and refill centers
- Vision services at 8 locations
- Hearing services at 3 locations
- Pediatric services at 9 locations
- Saturdays for Women
- Accredited Ambulatory Surgery Center and 3 endoscopy centers
- After-hours nurse triage telephone line
- Pain Relief Clinic

Your medical home

A medical home isn't a place. It's a whole team of people, led by a highly trained CMG doctor, who get to know you and provide you with more personalized care. Our team goes the extra mile by providing care coordination, navigation and education for all of our patients.

Our patients are served by more than 180 doctors and associate clinicians who have strong knowledge of Cigna health improvement programs offered by employers.



Primary care:

Family medicine
Internal medicine
Pediatrics



Specialty care:

Audiology (hearing)
Endoscopy
Gastroenterology
General surgery
Neurology
Ophthalmology
Optometry (vision)
Outpatient surgery
Podiatry
Radiology
Urology



Other services:

Digital imaging
Embedded care coordination
Health education
Nutrition
Online secure patient page
Women's services



The right care at the right time.

Flexible appointment scheduling, coupled with our large clinical staff and multiple locations, enable our patients to be seen promptly and conveniently.

Our appointment wait times are minimal compared to the 20–30 day wait in the community:²

- Less than three-day wait to be seen for routine visits at most CMG locations
- Less than one-day wait to see a pediatrician
- Same day and after hours care available at urgent care centers and CareToday

We invest in technology that enhances care and safety.

Cigna Medical Group uses a wireless group-wide electronic health record (EHR) that gives our doctors 24-hour access to patient information.

In addition to securely storing confidential patient data, the EHR allows our doctors to electronically prescribe medications, quickly identify gaps in care or potential drug interactions, view lab results, and even prepare detailed instructions for patients – all during their visit. Our imaging centers are fully digitized which is faster and safer than traditional X-rays. Images go directly to the EHR enabling your doctor to access accurate, real-time information.

We also offer two advanced imaging suites with state-of-the-art CT and MRI scanners that deliver high quality scans. This level of quality enables our doctors to diagnose conditions with confidence.



Cigna Medical Group is an NCQA-recognized Patient-Centered Medical Home



Cigna Medical Group is the group practice for Cigna's Arizona Medicare Advantage plan. Cigna is the only plan that has been awarded the highest Overall CMS Star Rating for Arizona of 4.5 out of 5 stars three years in a row.¹

¹ Most recent 2014 rating from www.Medicare.gov. Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

² Meritt Hawkins & Associates, 2009 Survey of Physician Appointment Wait Times, p. 9.

³ 12/31/13 Art of Medicine/Customer Satisfaction Surveys, 95% represents average based on a 9-point scale.

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Our patients love us!³

Our doctors consistently receive patient satisfaction scores of 95% on surveys managed by an independent research company. Results are used to identify overall group performance and individual physician performance.

And, surveys show that 9 out of 10 people are "extremely/very likely" to recommend their Cigna Medical Group doctor.

Recognized leader in clinical care and quality.

Our commitment to excellence has been recognized by some of the most notable organizations in the country:

- Earned the highest level of recognition possible from National Committee for Quality Assurance (NCQA) for Patient-Centered Medical Home (Level III)
- More CMG doctors are recognized for NCQA Heart/Stroke Excellence and Diabetes Management Excellence than the entire state of Arizona combined
- Cigna Medical Group is the group practice for Cigna's Arizona Medicare Advantage plan. Cigna is the only plan that has been awarded the highest Overall CMS Star Rating for Arizona of 4.5 out of 5 stars three years in a row¹.
- For the 9th consecutive year, recognized by The Arizona Partnership for Immunizations (TAPI) for our leadership in immunizing children – reaching 90% coverage levels

Make an appointment today

Find a location near you and call for an appointment. You can also view doctor profiles at CignaMedicalGroup.com

Take a
virtual
tour.

