



**Cigna Health and Life Insurance Company  
Maryland Network Access Plan**

Cigna Preferred Provider Organization (PPO) Network  
Cigna Point of Service (POS) Network  
Cigna LocalPlus (LCP) Network  
Cigna Open Access Plan (OAP) Network

The calculated median waiting time to obtain an in-person appointment with a participating provider is listed:

<b>October 2023 Median Appointment Waiting Time All Cigna Networks</b>	
Urgent care for medical services	18.6 hours
Inpatient urgent care for mental health services	21.5 hours
Inpatient urgent care for substance use disorder services	5.3 hours
Outpatient urgent care for mental health services	48.4 hours
Outpatient urgent care for substance use disorder services	46.1 hours
Routine primary care	1.9 calendar days
Preventive care/Well visit	6.3 calendar days
Non-urgent specialty care	5.8 calendar days
Non-urgent mental health	5.7 calendar days
Non-urgent substance use disorder care	5.0 calendar days