



COMING TOGETHER TO OFFER YOU MORE

The Southern California Select plan with St. Joseph Hoag Health

Cigna and St. Joseph Hoag Health are working together to offer access to more of what you want: Trusted health care providers and hospitals, and simpler, more affordable health care solutions. By choosing the Southern California Select plan with St. Joseph Hoag Health, you'll have access to hundreds of providers¹ at dozens of locations throughout Orange County in the Southern California Select Network. And as a Cigna customer, you'll enjoy 24/7/365 customer support, quality service and access to a variety of programs and resources to help you stay well – body and mind.

Experience the St. Joseph Hoag Health difference

A trusted name in Orange County, St. Joseph Hoag Health is committed to providing exceptional, compassionate care to you and your family. That means not only treating you when you're sick, but also working to keep you well – in body and mind. Through their innovative programs and services, along with broad access to care and doctors, they continue to deliver on this promise.

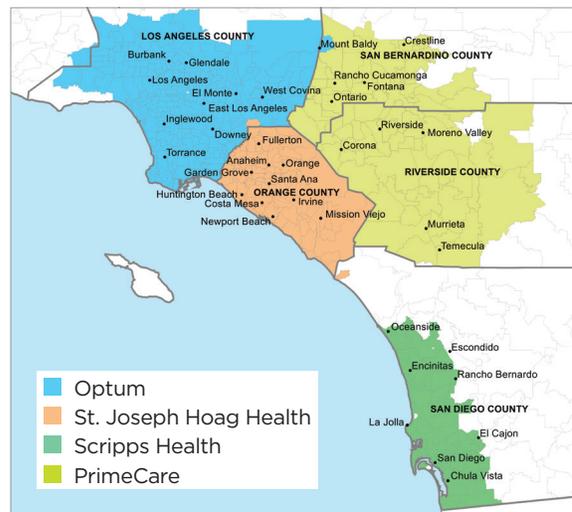
- ▶ St. Joseph Hoag Health physicians have received top honors, including the Orange County Medical Association's honor for Physicians of Excellence, and the Integrated Healthcare Association's honor with distinction in clinical quality and delivering a high level of quality care.²
- ▶ Hoag Memorial Hospital Presbyterian, Hoag Orthopedic Institute and Mission Hospital were among the Best Hospitals in California, according to U.S. News & World Report.³
- ▶ St. Joseph Hoag Health hospitals were named as America's Best Hospitals for Heart Care, Obstetrics and Stroke Care for Women by Women's Choice Award.⁴

You have options

With the Southern California Select plan, you and each member on the plan have the option to choose a primary care physician (PCP) from one of the four provider groups in the Southern California Select Network,⁴ including:

- ▶ **Optum** (formerly known as HealthCare Partners) (Los Angeles County)
- ▶ **St. Joseph Hoag Health** (Orange County)
- ▶ **Scripps Health** (San Diego County)
- ▶ **PrimeCare** (Riverside and San Bernardino counties)

Your PCP selection determines the provider group with which you are aligned. Each covered plan member can select a different PCP with any of the four provider groups.



Plans may be limited geographically. Providers are located throughout the majority of the counties.



Southern California Select Network in Orange County

Enjoy convenient access to:⁵



490+ PCPs



1,290+ Specialists



25 Urgent care centers



9 Hospitals



Hospital Network:

- CHOC Children's at Mission Hospital*
- Children's Hospital of Orange County (CHOC)*
- Hoag Hospital, Irvine
- Hoag Memorial Hospital Presbyterian
- Hoag Orthopedic Institute
- Mission Hospital, Laguna Beach
- Mission Hospital Regional Medical Center
- St. Joseph Hospital of Orange
- St. Jude Medical Center*

Medical Groups and Affiliated Physicians:

- Hoag Medical Group
- Hoag Physician Partners
- Mission Heritage Medical Group
- Mission Hospital Affiliated Physicians
- St. Joseph Heritage Medical Group
- St. Joseph Hospital Affiliated Physicians
- St. Jude Affiliated Physicians
- St. Jude Heritage Medical Group

To find in-network providers, use the provider directory on Cigna.com, or myCigna.com after your plan start date. You can also call Cigna customer service at **800.244.6224** for assistance.

*Specialty and pediatric hospitals.

The Southern California Select plan offers service, support and savings designed to help you and your family live your healthiest lives.

- › **24/7/365 customer service** with Spanish-speaking representatives and translation services offered in more than 200 languages, document translation in your preferred language, alternative font, Braille, or audio.
- › **24/7/365 Health Information Line** provides access to a clinician for support with things such as choosing care, reviewing home treatment and finding the nearest convenience care or urgent care centers.
- › **myCigna.com** and the **myCigna® App** are available after your plan start date with 24/7/365 access to a variety of tools, programs and resources designed to help make it easier for you to manage your plan, your costs and your health.
- › **Medical virtual care** (telehealth) lets you speak with a U.S.-based, board-certified physician via phone or video chat, whenever and wherever you need one – for the same out-of-pocket cost as a PCP visit.⁶
- › **Cigna Healthy Pregnancies, Healthy Babies® program** offers personalized telephone support from dedicated nurses, as well as online educational materials for everything from infertility and planning through post-delivery.
- › **Chronic condition management** for help with conditions such as asthma, lower back pain, depression, coronary artery disease and more. A Cigna health coach will work with you to create a plan to maintain your health and manage your condition based on your personal goals.
- › **Lifestyle Management programs** with access to coaches who can help you reach your health goals – from losing weight to quitting tobacco to reducing your stress levels.
- › **Cigna Healthy Rewards® program** offers discounts on programs and services that help you live and stay well, such as weight management and nutrition, vision and hearing care, alternative medicine, healthy lifestyle products and more.⁷
- › **Cigna behavioral health network** (or Employee Assistance Program Network,⁸ if offered by your employer) lets you access behavioral health care and support – from behavioral health to substance use treatment – with no referral required.
- › **Behavioral health virtual care** lets you speak privately with a licensed counselor or psychiatrist via video or phone, wherever and whenever is most convenient for you.⁹
- › **MyChart®** offers an easy, convenient way to manage your personal health care and communicate with your doctor's office online.
- › **Pediatric providers** are conveniently located throughout Orange County. They will work closely with other providers in the network to coordinate your child's care.



For more information, call **800.244.6224** anytime or visit **Cigna.com** before enrollment. If your plan has already started, you can visit **myCigna.com** or use the **myCigna App**.

Frequently asked questions

What if I move outside of the network service area?

Eligibility for the Southern California Select plan is based on zip code, and you must live or work in the service area of Los Angeles, Orange, San Diego, Riverside or San Bernardino counties. If you move outside of the service area, your employer can provide information about your plan options.

What if a dependent moves out of the area?

Dependents living outside the service area may be eligible for “guesting” if they are away from the local area for at least 60 days, but not longer than two years. Call Cigna at **800.244.6224** to learn more.

Do I have to use in-network providers and facilities?

If you receive care outside the network, it is considered out-of-network and would not be covered by your plan, except for emergency or urgent care.¹⁰

Frequently asked questions (Continued)

What if I need to see a specialist?

Your PCP can provide a referral to an in-network specialist or facility if needed or when required by your plan.¹¹ Generally, your PCP will refer you to specialists within the network that they are aligned to.

What happens in the case of an emergency?

Emergency care is covered at the in-network level.¹⁰ If you have an emergency, dial 911 or go to the nearest emergency facility.

How do I know if a provider is in-network?

Search “Find a Doctor, Dentist or Facility” at **Cigna.com** (before your plan starts) or on **myCigna.com** (after your plan starts) to find in-network providers.

What if I need to see a behavioral health professional?

Call Cigna customer service or go to **Cigna.com** (before your plan starts) or **myCigna.com** (after your plan starts) to locate an in-network behavioral health professional.

Do all of my family members need to choose the same provider group?

Each member of your family has the option to select a PCP at any one of the four provider groups in the Southern California Select Network. Each member will receive care from providers and facilities within the group selected to be considered in-network, except in the case of emergency or urgent care.¹⁰

Can I change my PCP?

You may change your PCP anytime after your plan start date by visiting **myCigna.com**, using the **myCigna App** or by calling the number on the back of your ID card. If you call before the 15th, the change will take effect the first day of the following month. If you call after the 15th, the change will take effect the first day after the next full month.

What if I'm receiving care from a doctor outside of the network for an ongoing condition?

If you meet the requirements and your provider agrees to Cigna's terms and conditions, you may temporarily receive in-network level benefits for your treatment. Call Cigna customer service for help with Transition of Care (TOC) or Continuity of Care (COC) request forms.

How do I fill my prescriptions?

You can fill your prescriptions through Home Delivery PharmacySM or at any retail pharmacy that is in your plan's network. For more information, log in to **myCigna.com** or call Cigna customer service.

How do I know if my prescription is on Cigna's approved drug list?

Cigna customer service can help at **800.244.6224**. They may also be able to help you find a less expensive drug alternative or you can use the pricing tool on **myCigna.com**.

What if my medication needs a prior authorization?

Call Cigna customer service at **800.244.6224**.



St. Joseph  Hoag HealthSM
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1. Includes PCPs, specialists and allied practitioners. Subject to change. 2. “Top Doctors,” Orange Coast Magazine, February 19, 2020, <http://www.orangecoast.com/business-category/topdoctors/>. 3. “Best Hospitals in Los Angeles, CA,” U.S. News & World Report, February 19, 2020, <https://health.usnews.com/best-hospitals/area/los-angeles-ca>. 4. Not all providers may be in the Southern California Select Network. Please access the Cigna provider directory on Cigna.com or call 800.244.6224. 5. Data as of March 2020 analyzing “unique” provider IDs. Access the provider directory on Cigna.com to see which providers are accepting new patients. Provider counts represent contracted providers within the county and may vary. Counts are not a representation of contractually available providers, are subject to change and may vary based on factors including, but not limited to, location, referral patterns and capacity. PCP and specialist counts include pediatric providers. Hospitals include Rady Children's Hospital. Subject to change. 6. Cigna provides access to virtual care through national telehealth providers as part of your plan. Providers are solely responsible for any treatment provided to their patients. Video chat may not be available in all areas or with all providers. This service is separate from your health plan's network and may not be available in all areas or under all plan types. A PCP referral is not required for this service. 7. **Healthy Rewards programs are NOT insurance.** Rather, these programs give a discount on the cost of certain goods and services. The customer must pay the entire discounted cost. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Participating providers are solely responsible for their goods and services. 8. Employee Assistance Program services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Program availability may vary by plan type and location, and are not available where prohibited by law. 9. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. A PCP referral is not required. Virtual care services may not be available under all plan types. See your plan materials for the details of your specific health plan. 10. Eligible out-of-network emergency and urgent care services (as defined in the plan documents) are covered at the in-network benefit level. 11. Specific providers such as OB/GYNs and behavioral providers can be seen without a referral. See your plan documents for details or call 800.244.6224.

The providers and facilities that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. They are not agents of Cigna.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents or contact a Cigna representative.

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