What is an IPA?

IPA stands for Independent Practice Association. It is the name used for doctors in private practice we contract with to provide medical service to our members.

Who We Are

CIGNA* has a long history and has operated an IPA in Arizona for 35 years. We offer one of the broadest networks of providers in the state, plus a seamless national network of quality physicians and hospitals for when you need care away from home. We have over 6,100 providers in 7,500 locations across Arizona. Approximately two thirds of them are right here in the Greater Phoenix area. You can see any of them without a referral.

What You Can Expect

- **Quality Service is Part of Quality Care** - CIGNA HealthCare has standards for physician availability and access to care. CIGNA HealthCare requires that your primary care physician is available 24 hours a day for care, advice, direction and treatment. If your physician is not available, he or she must provide coverage through another doctor.

You should call your CIGNA HealthCare physician whenever you have a medical question. He or she is your personal doctor, knows you and your medical history, and will recommend the most appropriate care for your situation.

CIGNA HealthCare of Arizona is routinely awarded **Excellent** accreditation from the National Committee for Quality Assurance (NCQA). NCQA also released its 2004 annual report *The State of Health Care Quality*, in which CIGNA HealthCare of Arizona was rated as a **top five** health plan in the Mountain Region. CIGNA scored better in 8 out of 9 quality of care measures, such as mammograms, childhood immunizations, and beta blockers after heart attack. This result would not be possible without the quality care and attention our contracted providers deliver.

- **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** - We offer extended Member Services hours to better serve you, Monday - Friday: 7:00 a.m. to 6:00 p.m. And, our customer service associates are located right here in Phoenix.

• **We're here when you need us** - Registered nurses are available 24 hours a day, seven days a week with expert, with reliable information to answer your health questions. They can also help you find facilities and identify available options and treatments. In addition, hundreds of recorded audio programs are available in our Health Information Library if you prefer to get information anonymously. **Call 1.800.564.8982 to reach our CIGNA HealthCare 24-Hour Health Information LineSM.**

**Frequently Asked Questions**

• **Do I have to choose a Primary Care Physician?** - You are not required to choose a Primary Care Physician (PCP). However, choosing a PCP gives you and your dependents a valuable resource and a personal health advocate. Think of your PCP as “home base: for your health care basics – providing routine check ups, advice and direction on personal health issues, as well as assisting you with referrals to specialists.

• **Do I need a referral to see a specialist?** - Though you may want your personal physician’s advice and assistance in arranging care with a specialist in the network, you do not need a referral to see a participating specialist.

• If you have any additional questions about the CIGNA HealthCare plan, or our contracted provider network, please call us at **1.800.CIGNA-24** (244.6224).

* Predecessor organization acquired by Insurance Company of North America (INA) in 1978. CIGNA was formed by the merger of INA and Connecticut General (CG) in 1982.

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