



**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:

Spring 2025 Median Appointment Waiting Time All Cigna Networks	
Urgent care for medical services	21.9 hours
Inpatient urgent care for mental health services	10.9 hours
Inpatient urgent care for substance use disorder services	22.0 hours
Outpatient urgent care for mental health services	38.9 hours
Outpatient urgent care for substance use disorder services	26.8 hours
Routine primary care	1.1 calendar days
Preventive care/Well visit	2.4 calendar days
Non-urgent specialty care	4.0 calendar days
Non-urgent mental health	3.3 calendar days
Non-urgent substance use disorder care	2.2 calendar days