



**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:

Fourth Quarter 2024 Median Appointment Waiting Time All Cigna Networks	
Urgent care for medical services	20.6 hours
Inpatient urgent care for mental health services	11.1 hours
Inpatient urgent care for substance use disorder services	4.1 hours
Outpatient urgent care for mental health services	31.7 hours
Outpatient urgent care for substance use disorder services	24.8 hours
Routine primary care	1.8 calendar days
Preventive care/Well visit	5.9 calendar days
Non-urgent specialty care	5.0 calendar days
Non-urgent mental health	4.5 calendar days
Non-urgent substance use disorder care	2.0 calendar days