

Provider and Pharmacy Directory

Southern Virginia HMO

Cigna Preferred Medicare (HMO)

Virginia Counties: Bristol City, Norton City, Russell, Scott, Washington and Wise



Cigna Healthcare Medicare Advantage HMO

Provider and Pharmacy Directory

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Cigna Healthcare Medicare Advantage HMO Plan

Provider Directory

This directory is current as of November, 2024.

When this Provider Directory says “we,” “us,” or “our,” it means Cigna HealthcareSM or Cigna Healthcare Medicare Advantage. When it says “plan” or “your plan,” it means the following plan(s):

- Cigna Preferred Medicare (HMO)

This directory provides a list of Cigna Healthcare Medicare Advantage's current network providers for **Virginia Counties:** Bristol City, Norton City, Russell, Scott, Washington and Wise.

To access your plan's online Provider Directory, visit **CignaMedicare.com**. For any questions about the information contained in this directory (hardcopy or online), or to obtain this directory for free in alternative languages and formats such as large print, braille, or audio please call our Customer Service Department at **1-800-668-3813** (TTY 711). October 1 - March 31, 8 a.m. - 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. - 8 p.m. local time. Messaging service used weekends, after hours, and on federal holidays.

If you see inaccurate information for a provider in the print or online directory, please help us improve your experience by reporting it using one of the following options:

- Report by phone: call Customer Service at the number listed above.
- Report online: through the Report Inaccurate Information link in the online directory

We will verify the information you send and ensure it is corrected accordingly.

The pharmacy network and/or provider network may change at any time. You will receive notice when necessary.

These listings may include participating Nurse Practitioners (NPs) and Physician Assistants (PAs) who offer primary care services. Please note that while you may receive care from these providers, Cigna Healthcare currently does not allow NPs or PAs to be designated as your Primary Care Provider (PCP). If you utilize an NP or PA as your primary source of care, a participating physician from the same medical group should be selected as your PCP.

Cigna Healthcare is in the process of updating its directory to include additional participating NPs and PAs. If your provider does not appear, you may contact them or Cigna Healthcare Customer Service at 1-800-668-3813 (TTY 711) to validate whether they participate with your Cigna Healthcare plan.

Section I – Introduction

Network Providers

This directory provides a list of your plan's network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage (EOC).

Cigna Healthcare is committed to building a trusted network of health care providers. The doctors, hospitals, facilities, and other providers we contract with must meet certain credentialing requirements. They must also agree to our billing rates. This helps make sure you have access to quality, cost-effective care. To build our network, we look at how many primary care and specialty doctors are in a specific area. We also look at what hospitals, labs, and other facilities are in that area. Our goal is to build a network that gives you choice and convenient access to treatment and services. Provider networks vary by state and plan, and include doctors, hospitals, and health care facilities in your local area.

You will have to choose one of our network providers who are listed in this directory to be your Prietary Care Provider (PCP). Generally, you must get your health care services from your PCP. Your PCP is a physician who is trained to provide general medical care. Your PCP can also coordinate the rest of the covered services you need.

The network providers listed in this directory have agreed to provide you with your health care, vision and/or dental services, as applicable.

If your plan includes a Cigna Dental (HMO) dental benefit, you must see a Cigna Dental Care (DHMO) contracted dentist or specialist to be covered. All services listed on the Patient Charge Schedule are covered and you are responsible for paying the copayment amount listed. Please call the dental office to confirm that they are still open and accepting new Cigna Dental (HMO) customers before making an appointment.

If your plan includes a Cigna Dental Allowance dental benefit, plan designs and coinsurance amounts will vary by product and state. Services are covered up to your specific annual maximum allowance amount. Some plans allow you to see any licensed dentist who is not excluded or precluded from Medicare for your treatment. If you see a Cigna Dental Allowance (DPPO) contracted dentist, you can take advantage of plan negotiated discounts. If your plan does not cover out-of-network services, you must use a Cigna Dental Allowance (DPPO) network provider, otherwise, those services won't be covered. And there are some plans that cover you at 50%, so if you use an out-of-network provider your allowance only pays half the costs of covered services. Please refer to your Evidence of Coverage (EOC) to determine your coverage. Please call the dental office to confirm that they are still participating in the Cigna Dental Allowance (DPPO) network before making an appointment.

For health care, you may go to any of our network providers listed in this directory. In some cases, you may get covered services from non-network providers.

Provider Network Relationships

Cigna Healthcare Medicare Advantage has different types of provider relationships. We may have contracts with independent physicians, Independent Physician Associations, Physician Organized Delivery system and clinic-based providers in your area. The following paragraphs describe the relationship these providers have with us.

- **Independent Physician Associations (IPA)**

Independent Physician Associations (IPAs) consist of primary care and specialist physicians located in and around your area. If you select a PCP who belongs to an IPA, you should be aware that your PCP will refer you to specialists and hospitals affiliated with the same IPA and with whom they work closely to coordinate your care. You will receive all of your care, including gynecological and specialty care from the physicians within the same IPA. Gynecological care can be accessed by any Gynecologist in the network.

Your IPA is designed to provide a team of primary care and specialty physicians who can manage your care needs. However, if your medical condition should ever require you to seek care outside the IPA, your primary care physician will continue to assist you in the coordination of any needed prior authorizations or referrals for services outside the IPA.

- **A Physician Organized Delivery (POD) system** represents a network of physicians with similar referral patterns, organized to administer health care services to the plan's customers. If you select a PCP who belongs to a POD, you should be aware that your PCP will refer you to specialists affiliated with the same POD and with whom they work closely to coordinate your care. However, your PCP can refer you to any other in-network physician outside of the POD, and your PCP will continue to assist you in the coordination of any needed services outside the POD.

- **Independent physicians**

Independent physicians are primary care and specialist physicians located in and around your area that are not part of an Independent Physician Association (IPA) or Physician Organized Delivery system (POD). If you select an independent PCP you should be aware that your PCP will refer you to specialists and hospitals with whom he/she is affiliated and with whom they work closely to coordinate your care. Please confirm whether the referred physician or hospital is a network provider with your plan. You will receive all of your care, including gynecological and specialty care from the physicians affiliated with your PCP. Gynecological care can be accessed through any independent Gynecologist.

If you get a bill

There may be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should contact Customer Service or send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly. (Please note that we cannot pay a provider who has opted out of the Medicare program. Check with your provider before receiving services to confirm that they have not opted out of Medicare.) If we determine that the services are not covered or were not medically necessary, we may deny coverage and you will be responsible for the entire cost.

Emergency and Urgent Care

You may get emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. Please refer to your Evidence of Coverage for details. You may also get covered emergency medical care whenever you need it, anywhere in the world. If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and

follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over. After the emergency is over you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be covered by our plan. If your emergency care is provided by out-of-network providers, we will try to arrange for network providers to take over your care as soon as your medical condition and the circumstances allow.

You must use plan providers except in emergency or urgent care situations. If you obtain routine care from out-of-network providers neither Medicare nor Cigna Healthcare will be responsible for the costs.

Telehealth Services

When you need nonemergency urgent care and your health care provider isn't available, reach out to an MDLIVE telehealth provider. They're always available to help—by smart phone computer or tablet. And you can talk to them about many health issues. They include allergies, cough, headache, sore throat, and other minor illnesses. MDLIVE offers other telehealth services too, including mental health and dermatology virtual care. To learn more about this benefit, call MDLIVE at **1-866-918-7836** (TTY 711) or visit **MDLive.com/CignaMedicare**.

Behavioral Health Services

Behavioral health services, including mental health and substance abuse services, for beneficiaries are covered by your plan. Customers and providers may access behavioral health services by calling **1-800-668-3813** (TTY 711) for assistance in finding a behavioral health care professional or to arrange for inpatient admission authorization.

What is the service area for your plan?

Our service area includes:

- **Virginia Counties:** Bristol City, Norton City, Russell, Scott, Washington and Wise

How do you find Plan Providers that serve your area?

To choose a PCP from the Provider Directory, turn to the Primary Care Provider section for a listing of providers in your area. You can also call Customer Service at **1-800-668-3813** (TTY 711) for assistance or visit **CignaMedicare.com**. When you select a PCP, you will find a space on your Enrollment Application to enter the PCP's name. If you choose a PCP after your Enrollment Application has been submitted, call Customer Service and inform them of your PCP selection. Please keep in mind that if you do not select a PCP at the time of enrollment, we will select one for you based on where you live. If you want to change to another PCP, you may do so at any time by calling Customer Service.

To choose a specialist, hospital, pharmacy or other provider, please turn to the applicable section in the Provider Directory for a listing of providers in your area. For example, to find hospitals in your area, turn to the Hospitals section of the directory.

Section 2 – List of Network Providers

This directory is organized to help you find the type of provider you need.

Providers are listed in the following sections if applicable for your service area:

- Independent Physician Association (IPA)
 - Primary Care Providers (PCP)
 - Specialists
 - Hospitals
 - Skilled Nursing Facilities
 - Behavioral Health Providers
 - Ambulatory Surgical Centers/Urgent Care Facilities
 - Ancillary Providers
 - Dental Providers
 - Vision Providers
- Physician Organized Delivery System (POD)
 - Primary Care Providers (PCP)
 - Specialists
 - Hospitals
 - Skilled Nursing Facilities
 - Behavioral Health Providers
 - Ambulatory Surgical Centers/Urgent Care Facilities
 - Ancillary Providers
 - Dental Providers
 - Vision Providers
- Independent Providers
 - Primary Care Providers (PCP)
 - Specialists
 - Podiatrists
 - Hospitals
 - Psychiatric Hospitals
 - Skilled Nursing Facilities
 - Behavioral Health Providers
 - Ambulatory Surgical Centers/Urgent Care Facilities
 - Ancillary Providers
 - Dental Providers
 - Vision Providers
 - Telehealth Providers

How do you use this directory to choose a Primary Care Provider (PCP)?

There are two ways to select a PCP:

1. You can choose a particular PCP by name; or
2. You can choose your PCP by location.

If you are looking for a particular PCP by name:

1. Go to the Alphabetical Index, which is the last section of the directory.
2. Find the doctor by last name and the page number(s) on which he or she is listed.

3. Go to that page number for information on the PCP.

If you are looking for a PCP by location:

1. Go to the PCP section.
2. Find the city and/or zip code.
3. Select a Provider.

How do you use this directory to choose a Specialist?

Specialist physicians and other primary care providers in this directory are listed by specialty of care, followed by geographic location, and name.

How do you use this directory to choose other Plan Providers?

Plan providers in this directory, other than PCPs and specialists, are listed by geographic location then the name of the provider.

How do you use this directory to choose a Provider that accepts both Medicare and Medicaid?

As indicated in the chart below, Plan providers that accept both Medicare and Medicaid are marked by an asterisk (★).

- For example, this provider would be a Medicare **and** Medicaid provider: Dr. John Doe ★
- However, this provider would **not** be a Medicare and Medicaid provider: Dr. Jane Doe

Provider Directory Symbol Key

In this directory, some providers will have a symbol at the end of their name. Below are the symbols and what they mean:

Symbol	Meaning
★	Accepts Medicare and Medicaid
✓	Existing patients only, with provider approval
⊘	Not accepting new patients
👤	Telehealth and in-office service available
📞	Telehealth only; no in-office services available
♿	Accessible to customers with disabilities
📌	Completed cultural competency training
❤️	Inclusive care provider*

*These are Cigna Healthcare providers who have self-identified as LGBTQIA+ friendly.

Total Number of Providers within this Directory

PCPs : 9

Specialists : 43

Hospitals : 4

Behavioral Health Providers : 54

Ambulatory Surgical Centers/Urgent Care Facilities : 1

Ancillary Providers : 19

Dental Providers : 1

Vision Providers : 1

Telehealth Providers : 1

Pharmacies : 109

Provider Directory

INDEPENDENT PROVIDER

Primary Care Providers (PCP)	1
Specialists	2
Hospitals	5
Behavioral Health Providers	6
Ambulatory Surgical Centers / Urgent Care Facilities	9
Ancillary Providers	10
Dental Providers	12
Vision Providers	13
Telehealth	14

CIGNA HEALTHCARE MEDICARE ADVANTAGE'S NETWORK PHARMACIES	15
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**Independent Provider
Primary Care Providers (PCP)**

**INDEPENDENT PROVIDER
INDEPENDENT PROVIDER**

HAWKINS

**PRIMARY CARE
PROVIDERS (PCP)**

FAMILY MEDICINE

DALLE-AVE, MARK J ☎
RURAL HEALTH SERVICES
CONSORTIUM OF UPPER
EAST TENNESSEE INC
260 HIGHWAY 11 E
BULLS GAP, TN 37711
(423) 235-4191
NPI: 1801892054

INTERNAL MEDICINE

DOMAN, MARK R ☎
260 HIGHWAY 11 E
BULLS GAP, TN 37711
(423) 235-4191
Language(s): FRENCH
NPI: 1013913391

**BRISTOL CITY
FAMILY MEDICINE**

LEGACY CARE LLC ☎
103 NORTH ST
BRISTOL, VA 24201
(276) 642-7900
NPI: 1902149776

OBUEKWE, UZOMA N ☎
GRACE FAMILY MEDICINE
CLINIC LLC
2001 EUCLID AVE
BRISTOL, VA 24201
(276) 644-4433
NPI: 1992901409

INTERNAL MEDICINE

**NIDA, MAURICE
EUGENE** ★ ☎
BALLAD HEALTH MEDICAL
ASSOCIATES
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200
Language(s): INDIAN, HINDI
NPI: 1285601344

**DICKENSON
INTERNAL MEDICINE**

**NIDA, MAURICE
EUGENE** ★ ☎
BALLAD HEALTH MEDICAL
ASSOCIATES
364 HOSPITAL DR
CLINTWOOD, VA 24228
(276) 926-0200
Language(s): INDIAN, HINDI
NPI: 1285601344

**SMYTH
FAMILY MEDICINE**

HURLBURT, CHARLES P ☎
CROSSROADS CLINIC
7021 W LEE HWY # C
RURAL RETREAT, VA 24368
(276) 686-4148
NPI: 1649213315

JASTAN, RASMIYAH M ☎
ABINGDON PHYSICIAN
PARTNERS
1205 SNIDER ST # B
MARION, VA 24354
(276) 258-1777
Language(s): ARABIC
NPI: 1740474527

LEGACY CARE LLC ☎
245 MEDICAL PARK DR FL
1
MARION, VA 24354
(276) 378-1000
NPI: 1902149776

**TAZEWELL
FAMILY MEDICINE**

LEGACY CARE LLC ☎
282 BEN BOLT AVE
TAZEWELL, VA 24651
(276) 988-2515
NPI: 1902149776

**WISE
FAMILY MEDICINE**

EASTON, BRIAN T ☎
BALLAD HEALTH MEDICAL
ASSOCIATES
3029 HALF AVE
SAINT PAUL, VA 24283
(276) 889-5505
Language(s): SPANISH
NPI: 1659360592

INTERNAL MEDICINE

RENFRO, THOMAS E ✓ ☎
THOMAS E RENFRO
COMMUNITY CLINIC
515 FRONT ST W
COEBURN, VA 24230
(276) 395-2389
NPI: 1497726376

★ Accepts Medicare and Medicaid ✓ Existing patients only with provider approval ☉ Not accepting new patients

☎ Telehealth and in-office service available

☎ Telehealth only; no in-office services available

☎ Accessible to customers with disabilities

☎ Completed cultural competency training

♥ Inclusive care provider

**Independent Provider
Specialists**

INDEPENDENT PROVIDER
INDEPENDENT PROVIDER
BRISTOL CITY
SPECIALISTS
CARDIOVASCULAR
DISEASE

BREWER, GREGORY V★ 也
BALLAD HEALTH MEDICAL
ASSOCIATES
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200

CHIROPRACTOR

GILLENWATER, TERRY H 也
2110 EUCLID AVE
BRISTOL, VA 24201
(276) 669-9158
Language(s): QMI ENGLISH,
ENGLISH

HEMATOLOGY

KHUU, JOHN NHU 也
BALLAD HEALTH MEDICAL
ASSOCIATES
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200
Language(s): VIETNAMESE

PRILL, KAREN SUE J 也
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200

SHAO, RYAN W 也
BALLAD HEALTH MEDICAL
ASSOCIATES
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200

**OBSTETRICS &
GYNECOLOGY**

MANTHEY, BRETT A 也
BALLAD HEALTH MEDICAL
ASSOCIATES
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200

MOORE, TARA L 也
WELLMONT MEDICAL
ASSOCIATES INC
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200

ONCOLOGY, MEDICAL

KAPOOR, ASHIMA 也
BALLAD HEALTH CANCER
CARE BRISTOL
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200

**LEE, LAUREN
ELIZABETH** 也
BALLAD HEALTH MEDICAL
ASSOCIATES
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200

MUSGRAVE, TAMARA L 也
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200
Language(s): ENGLISH

OPHTHALMOLOGY

COUCH, DAVID A 也
185 GATE CITY HWY
BRISTOL, VA 24201
(423) 578-4364

CUMMINGS, HOWARD L 也
185 GATE CITY HWY
BRISTOL, VA 24201
(423) 578-4364

GUNN, JOSEPH M 也
185 GATE CITY HWY
BRISTOL, VA 24201
(423) 578-4364

KLEINMAN, MARK E 也
185 GATE CITY HWY
BRISTOL, VA 24201
(423) 578-4364

LARZO, CRISTOFORO R 也
185 GATE CITY HWY
BRISTOL, VA 24201
(423) 578-4364

OPTOMETRIST

**DAVID M HARMAN MD
LLC** 也
1701 EUCLID AVE # D
BRISTOL, VA 24201
(276) 466-4227

PSYCHIATRY

COYLE, BRENT R 也
BALLAD HEALTH MEDICAL
ASSOCIATES
103 NORTH ST # A
BRISTOL, VA 24201
(423) 844-6000

LEFAY, SYDNEY 也
WELLMONT MEDICAL
ASSOCIATES INC
VIRTUAL COUNSELING
ONLY
BRISTOL, VA 24201
(423) 230-8220

SURGERY, GENERAL

**VOHRA WOUND
PHYSICIANS OF FL LLC**
301 VILLAGE CIR
BRISTOL, VA 24201
(276) 477-5334

SURGERY, ORTHOPAEDIC

**ABINGDON PHYSICIAN
PARTNERS** 也
3170 LINDEN DR # 6
BRISTOL, VA 24202
(276) 644-9161

**DICKENSON
PSYCHIATRY**

NOGUES, CRISTOBAL A 也
BALLAD HEALTH MEDICAL
ASSOCIATES
312 HOSPITAL DR
CLINTWOOD, VA 24228
(276) 926-0330
Language(s): SPANISH

**LEE
CARDIOVASCULAR
DISEASE**

BREWER, GREGORY V★ 也
BALLAD HEALTH MEDICAL
ASSOCIATES
127 HEALTH CARE DR # 3
PENNINGTON GAP, VA
24277
(423) 230-5000

**NORTON CITY
CARDIOLOGY,
INTERVENTIONAL**

**BREWER, GREGORY
V★** 也
BALLAD HEALTH MEDICAL
ASSOCIATES
671 HIGHWAY 58 E
NORTON, VA 24273
(276) 679-5874

**CARDIOVASCULAR
DISEASE**

BREWER, GREGORY V★ 也
BALLAD HEALTH MEDICAL
ASSOCIATES
1490 PARK AVE NW # 3C
NORTON, VA 24273
(276) 679-0252

**RUSSELL
CHIROPRACTOR**

BARNHART, ERIC K 也
BARNHART CHIROPRACTIC
& WELLNESS PLC
5554 REDBUD HWY
HONAKER, VA 24260
(276) 873-6222

**SMYTH
CARDIOLOGY,
INTERVENTIONAL**

MILLER, GREGORY H 也
245 MEDICAL PARK DR #
6A
MARION, VA 24354
(276) 378-1000

★ Accepts Medicare and Medicaid ✓ Existing patients only with provider approval ⊙ Not accepting new patients

⌚ Telehealth and in-office service available

☎ Telehealth only; no in-office services available

2 也 Accessible to customers with disabilities

👤 Completed cultural competency training

♥ Inclusive care provider

**Independent Provider
SPECIALISTS**

SMYTH (cont.) CARDIOVASCULAR DISEASE	SLEEP MEDICINE ROBINETTE, EMORY H 也 MSGM SLEEP DIAGNOSTICS MARION 245 MEDICAL PARK DR MARION, VA 24354 (276) 378-1140	1616 N MAIN ST # 100-A MARION, VA 24354 (276) 783-9752 1616 N MAIN ST # 100B MARION, VA 24354 (276) 378-3920 245 MEDICAL PARK DR MARION, VA 24354 (276) 378-1000 245 MEDICAL PARK DR # B MARION, VA 24354 (276) 378-3020 245 MEDICAL PARK DR # C MARION, VA 24354 (276) 378-3300 245 MEDICAL PARK DR # D MARION, VA 24354 (276) 258-1777 245 MEDICAL PARK DR FL 1 MARION, VA 24354 (276) 378-2026 565 RADIO HILL RD MARION, VA 24354 (276) 782-1264 7021 W LEE HWY # C RURAL RETREAT, VA 24368 (276) 686-4148 ALFORD, STEPHANIE H 也 1616 N MAIN ST # 100A MARION, VA 24354 (276) 783-9752 Language(s): SPANISH HANNULA, TODD T 也 BALLAD HEALTH MEDICAL ASSOCIATES 1616 N MAIN ST # 100A MARION, VA 24354 (276) 783-9752	OPTOMETRIST DAVID M HARMAN MD LLC 也 125 SUFFOLK AVE RICHLANDS, VA 24641 (276) 963-0808
GASSO, JULIUS A 也 245 MEDICAL PARK DR # A MARION, VA 24354 (276) 378-1260 Language(s): SPANISH BALLAD HEALTH MEDICAL ASSOCIATES 245 MEDICAL PARK DR # 6A MARION, VA 24354 (276) 258-3745 Language(s): SPANISH WELLMONT CARDIOLOGY SERVICES 245 MEDICAL PARK DR # A MARION, VA 24354 (276) 378-1260 Language(s): SPANISH JAMES RIVER CARDIOLOGY LLC 也 245 MEDICAL PARK DR # A MARION, VA 24354 (276) 378-1000 PONDER, MICHAEL A 也 245 MEDICAL PARK DR # A MARION, VA 24354 (276) 378-1000	SURGERY, GENERAL DORN, MATTHEW C 也 245 MEDICAL PARK DR # D MARION, VA 24354 (276) 258-1777 FURROW, PAIGE CLIFTON 也 WPS PROVIDERS INC 594 RADIO HILL RD MARION, VA 24354 (423) 844-2260 SCHARFSTEIN, BENJAMIN S 也 BRISTOL SURGICAL ASSOCIATES PC 594 RADIO HILL RD MARION, VA 24354 (423) 844-6620 SIDES, JAKE F 也 BRISTOL SURGICAL ASSOCIATES PC 594 RADIO HILL RD MARION, VA 24354 (423) 844-6620 VANCE, JOHN FRANK 也 BRISTOL SURGICAL ASSOCIATES PC 594 RADIO HILL RD MARION, VA 24354 (423) 844-6620	SURGERY, GENERAL 245 MEDICAL PARK DR # B MARION, VA 24354 (276) 378-3020 245 MEDICAL PARK DR # C MARION, VA 24354 (276) 378-3300 245 MEDICAL PARK DR # D MARION, VA 24354 (276) 258-1777 245 MEDICAL PARK DR FL 1 MARION, VA 24354 (276) 378-2026 565 RADIO HILL RD MARION, VA 24354 (276) 782-1264 7021 W LEE HWY # C RURAL RETREAT, VA 24368 (276) 686-4148 ALFORD, STEPHANIE H 也 1616 N MAIN ST # 100A MARION, VA 24354 (276) 783-9752 Language(s): SPANISH HANNULA, TODD T 也 BALLAD HEALTH MEDICAL ASSOCIATES 1616 N MAIN ST # 100A MARION, VA 24354 (276) 783-9752	PODIATRIST BROUILLETTE, JEREMY 也 FOOT & ANKLE CLINICS OF THE VIRGINIAS 2020 LEATHERWOOD LN BLUEFIELD, VA 24605 (304) 487-9442 DONATELLI, TIMOTHY J 也 FOOT & ANKLE CLINICS OF THE VIRGINIAS 2020 LEATHERWOOD LN BLUEFIELD, VA 24605 (276) 322-1800 Language(s): ENGLISH TIMOTHY J DONATELLI DPM INC 2036 LEATHERWOOD LN BLUEFIELD, VA 24605 (276) 322-1800 Language(s): ENGLISH GWYNN, MARSHAL T 也 FOOT & ANKLE CLINICS OF THE VIRGINIAS 2020 LEATHERWOOD LN BLUEFIELD, VA 24605 (276) 322-1800 FOOT & ANKLE CLINICS OF THE VIRGINIAS 2036 LEATHERWOOD LN BLUEFIELD, VA 24605 (276) 322-1800
NEPHROLOGY KYI, MAUNG M 也 245 MEDICAL PARK DR # B MARION, VA 24354 (276) 378-1093 Language(s): BURMESE	SURGERY, ORTHOPAEDIC ABINGDON PHYSICIAN PARTNERS 也 1114 SNIDER ST MARION, VA 24354 (276) 783-1444 1205 SNIDER ST # B MARION, VA 24354 (276) 258-1777	TAZEWELL OPHTHALMOLOGY HARMAN EYE CENTER OF LYNCHBURG LLC 也 125 SUFFOLK AVE RICHLANDS, VA 24641 (276) 963-0808	SURGERY, GENERAL VOHRA WOUND PHYSICIANS OF FL LLC 也 2111 COLLEGE AVE BLUEFIELD, VA 24605 (276) 322-4661

Independent Provider
SPECIALISTS

WASHINGTON

**CARDIOLOGY,
INTERVENTIONAL**

WHITAKER, JACK H 📞
WELLMONT CARDIOLOGY
SERVICES
16000 JOHNSTON
MEMORIAL DR # 212A
ABINGDON, VA 24211
(276) 258-3740

SURGERY, ORTHOPAEDIC

**ABINGDON PHYSICIAN
PARTNERS** 📞
21371 FORSYTHE RD
BRISTOL, VA 24202
(276) 525-4377

WISE

**CLINICAL SOCIAL
WORKER**

**CHAFIN-HOBERT, HELEN
A** 📞
MOUNTAIN STATES HEALTH
ALLIANCE
16431 WISE ST
SAINT PAUL, VA 24283
(276) 762-2300

**PSYCHIATRIC/MENTAL
HEALTH NURSE
PRACTITIONER**

JOHNSON, SHENIA D 📞
BALLAD HEALTH MEDICAL
ASSOCIATES
16431 WISE ST
SAINT PAUL, VA 24283
(276) 762-2300

SURGERY, ORTHOPAEDIC

**ABINGDON PHYSICIAN
PARTNERS** 📞
16431 WISE ST
SAINT PAUL, VA 24283
(276) 762-2300

Independent Provider
Hospitals

INDEPENDENT PROVIDER
INDEPENDENT PROVIDER
BRISTOL CITY
HOSPITALS
GENERAL ACUTE CARE HOSPITAL

**BRISTOL REGIONAL
MEDICAL CENTER** 📞
103 NORTH ST
BRISTOL, VA 24201
(423) 844-1121

**LONESOME PINE
HOSPITAL** 📞
743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4200

DICKENSON
GENERAL ACUTE CARE HOSPITAL

**DICKENSON COMMUNITY
HOSPITAL** 📞
312 HOSPITAL DR
CLINTWOOD, VA 24228
(276) 926-0300

SMYTH
GENERAL ACUTE CARE HOSPITAL

**SMYTH COUNTY
COMMUNITY HOSPITAL** 📞
100 FRANCIS MARION LN
MARION, VA 24354
(276) 378-1800
245 MEDICAL PARK DR
MARION, VA 24354
(276) 378-1000

**Independent Provider
Behavioral Health Providers**

<div>INDEPENDENT PROVIDER</div> <div>INDEPENDENT PROVIDER</div> <div>HAWKINS</div> <div>BEHAVIORAL HEALTH PROVIDERS</div> <div>CLINICAL SOCIAL WORKER</div>	<div>SULLIVAN</div> <div>CLINICAL SOCIAL WORKER</div> <div>SCHANG, LAKEN 也 ETSU PHYSICIANS & ASSOCIATES 208 MEDICAL PARK BLVD BRISTOL, TN 37620 (423) 989-4050</div>	<div>CLINICAL SOCIAL WORKER</div> <div>CLAYTON, CHERYL 也 NEST STEPS SERVICES INC 3130 LEE HWY BRISTOL, VA 24202 (276) 254-5445</div> <div>GREENWAY, ASHLEY 也 EAST TENNESSEE RECOVERY PLLC 1662 BONHAM RD BRISTOL, VA 24201 (276) 644-9899</div> <div>PATRICK, KIMBERLY J 也 SOUTHWEST VIRGINIA COMMUNITY HEALTH SYSTEMS INC 2195 EUCLID AVE # 6 BRISTOL, VA 24201 (276) 669-5179</div>	<div>PSYCHIATRIC/MENTAL HEALTH NURSE PRACTITIONER</div> <div>COHAN, JEROME 也 CATALYST HEALTH SOLUTIONS LLC 2426 LEE HWY # 104 BRISTOL, VA 24202 (423) 282-3379</div>
<div>MARRIAGE & FAMILY THERAPIST</div>	<div>PSYCHIATRIC HOSPITAL</div> <div>FRONTIER HEALTH 也 26 MIDWAY ST BRISTOL, TN 37620 (423) 989-4500</div> <div>1570 WAVERLY RD KINGSPORT, TN 37664 (423) 224-1300</div>	<div>ROSENBAUM, MARCY S 也 SOUTHWEST VIRGINIA COMMUNITY HEALTH SYSTEMS INC 2195 EUCLID AVE # 6 BRISTOL, VA 24201 (276) 669-5179</div>	<div>PSYCHIATRY</div> <div>COYLE, BRENT R 也 BALLAD HEALTH MEDICAL ASSOCIATES 103 NORTH ST # A BRISTOL, VA 24201 (423) 844-6000</div> <div>DELLA VECCHIA, JASON J 也 ♥ EAST TENNESSEE RECOVERY PLLC 1662 BONHAM RD BRISTOL, VA 24201 (276) 644-9899</div>
<div>PSYCHIATRIC HOSPITAL</div> <div>FRONTIER HEALTH 也 101 LENA DR ROGERSVILLE, TN 37857 (423) 272-9239</div>	<div>PSYCHOLOGIST</div> <div>PORTA, NICHOLAS J 也 108 E MAIN ST # 207 KINGSPORT, TN 37660 (423) 529-0087</div>	<div>PROFESSIONAL COUNSELOR</div>	<div>LEFAY, SYDNEY 也 WELLMONT MEDICAL ASSOCIATES INC VIRTUAL COUNSELING ONLY BRISTOL, VA 24201 (423) 230-8220</div>
<div>PSYCHIATRY</div>	<div>BRISTOL CITY BEHAVIORAL CLINIC</div> <div>CATALYST HEALTH SOLUTIONS LLC 也 2426 LEE HWY # 104 BRISTOL, VA 24202 (423) 282-3379</div> <div>261 NORTH ST BRISTOL, VA 24201 (423) 282-3379</div> <div>WELLMONT MEDICAL ASSOCIATES INC 也 103 NORTH ST # A BRISTOL, VA 24201 (423) 844-6000</div> <div>VIRTUAL COUNSELING ONLY BRISTOL, VA 24201 (423) 230-8220</div>	<div>BAKER, ANDREW J 也 CATALYST HEALTH SOLUTIONS LLC 2426 LEE HWY # 104 BRISTOL, VA 24202 (423) 282-3379</div> <div>MITCHELL, RICKY 也 261 NORTH ST BRISTOL, VA 24201 (276) 971-1488</div> <div>MOSELEY, CHRISTEN E 也 CATALYST HEALTH SOLUTIONS LLC 2426 LEE HWY # 104 BRISTOL, VA 24202 (423) 282-3379</div>	<div>SEATON, KATHLEEN 也 CATALYST HEALTH SOLUTIONS LLC 2426 LEE HWY # 104 BRISTOL, VA 24202 (423) 282-3379</div> <div>SMYTH, TIMOTHY S 也 CATALYST HEALTH SOLUTIONS LLC 2426 LEE HWY # 104 BRISTOL, VA 24202 (423) 282-3379</div>
<div>BACKUS, CHARLES L 也 EMMAUS MEDICAL & COUNSELING 273 HIGHWAY 11 E BULLS GAP, TN 37711 (423) 676-8400</div> <div>GARRIDO, JOSE A 也 EMMAUS MEDICAL & COUNSELING 273 HIGHWAY 11 E BULLS GAP, TN 37711 (615) 321-1201 Language(s): RUSSIAN, SPANISH</div>			

**Independent Provider
BEHAVIORAL HEALTH PROVIDERS**

**DICKENSON
BEHAVIORAL CLINIC**

**DICKENSON MEDICAL
ASSOC OF DCH** ☎
312 HOSPITAL DR
CLINTWOOD, VA 24228
(276) 926-0330

PSYCHIATRY

NOGUES, CRISTOBAL A ☎
BALLAD HEALTH MEDICAL
ASSOCIATES
312 HOSPITAL DR
CLINTWOOD, VA 24228
(276) 926-0330
Language(s): SPANISH

**GRAYSON
PROFESSIONAL
COUNSELOR**

SHEETS, TINA M ☎
108 BEDWELL ST
INDEPENDENCE, VA 24348
(276) 773-3515

PSYCHOLOGIST

BILLMAN, PAIGE M ☎
TRI-AREA COMMUNITY
HEALTH
6436 TROUTDALE HWY
TROUTDALE, VA 24378
(276) 579-1235

**SCOTT
CLINICAL SOCIAL
WORKER**

GILMAN, SUSAN ☎
REVIDA RECOVERY
CENTERS PC
198 ROSS CARTER BLVD
DUFFIELD, VA 24244
(276) 690-7161

**MENTAL HEALTH CLINIC/
CENTER (INCLUDING
COMMUNITY MENTAL
HEALTH CENTER)**

**REVIDA RECOVERY
CENTERS** ☎
198 ROSS CARTER BLVD
DUFFIELD, VA 24244
(276) 690-7161

**SMYTH
CLINICAL SOCIAL
WORKER**

CAMPBELL, LAURA ☎
HEATHERWOOD
COUNSELING CENTER INC
434 MITCHELL VALLEY DR
MARION, VA 24354
(276) 783-7600

CONKLIN, PATRICIA B ☎
HEATHERWOOD
COUNSELING CENTER INC
434 MITCHELL VALLEY DR
MARION, VA 24354
(276) 783-7600

DEBORD, MICHELLE G ☎
HEATHERWOOD
COUNSELING CENTER INC
434 MITCHELL VALLEY DR
MARION, VA 24354
(276) 783-7600

**DOANE-WILLIAMS,
MELISSA A** ☎
319 5TH AVE
SALTVILLE, VA 24370
(276) 496-4492

FARMER, DEBRA S ☎
434 MITCHELL VALLEY DR
MARION, VA 24354
(276) 783-7600

LYONS, GARY F ☎
HEALING WATERS
COUNSELING CENTER LLC
434 MITCHELL VALLEY DR
MARION, VA 24354
(276) 783-7600

MILLER, JAMES T ☎
308 W MAIN ST
SALTVILLE, VA 24370
(276) 496-4433

HIGHLANDS COMMUNITY
SERVICE BOARD
319 5TH AVE
SALTVILLE, VA 24370
(276) 496-4492

ROSENBAUM, MARCY S ☎
319 5TH AVE
SALTVILLE, VA 24370
(276) 496-4492

**PROFESSIONAL
COUNSELOR**

BISE, TROY A ☎
HEATHERWOOD
COUNSELING CENTER INC
434 MITCHELL VALLEY DR
MARION, VA 24354
(276) 783-7600

PSYCHOLOGIST

**CARUSI, CHRISTOPHER
M** ☎
HEATHERWOOD
COUNSELING CENTER INC
434 MITCHELL VALLEY DR
MARION, VA 24354
(276) 783-7600

**TAZEWELL
CLINICAL SOCIAL
WORKER**

CALLIS, DONNA J ☎
1113 CEDAR VALLEY DR
CEDAR BLUFF, VA 24609
(276) 963-0111

MEADE, PAMELA K ☎
HEALING WATERS
COUNSELING CENTER LLC
1113 CEDAR VALLEY DR
CEDAR BLUFF, VA 24609
(276) 963-0111

PRATER, TARA R ☎
SENSIBLE CARE A
MEDICAL CORPORATION
386 BEN BOLT AVE
TAZEWELL, VA 24651
(276) 979-9899

RIGGS, CATHERINE C ☎
TRI CITIES COUNSELING
SERVICES
105 WESTWOOD CMN
BLUEFIELD, VA 24605
(276) 326-2686

**PROFESSIONAL
COUNSELOR**

CLEVINGER, NATALIE ☎
FAMILY PRESERVATION
SVS INC
220 CLAY DR
POUNDING MILL, VA 24637
(276) 963-3606

CROSS, JUSTIN T ☎
HEALING WATERS
COUNSELING CENTER LLC
1113 CEDAR VALLEY DR
CEDAR BLUFF, VA 24609
(276) 963-0111

DEEL-SANDERS, AMI ☎
FAMILY PRESERVATION
SVS INC
220 CLAY DR
POUNDING MILL, VA 24637
(276) 963-3606

KINDER, BRADLEY T ☎
HEALING WATERS
COUNSELING CENTER LLC
1113 CEDAR VALLEY DR
CEDAR BLUFF, VA 24609
(276) 963-0111

KINDER, KELLEY ☎
1113 CEDAR VALLEY DR
CEDAR BLUFF, VA 24609
(276) 963-0111

MCGLOTHIN, SHEENA ☎
DEPAUL FAMILY SERVICES
220 CLAY DR
POUNDING MILL, VA 24637
(276) 963-3606

★ Accepts Medicare and Medicaid ✓ Existing patients only with provider approval ☐ Not accepting new patients

☎ Telehealth and in-office service available

☎ Telehealth only; no in-office services available

☎ Accessible to customers with disabilities

☎ Completed cultural competency training

♥ Inclusive care provider

Independent Provider
BEHAVIORAL HEALTH PROVIDERS

TAZEWELL (cont.)

**PROFESSIONAL
COUNSELOR (cont.)**

PERKINS, ANDREA ☎
HEALING WATERS
COUNSELING CENTER LLC
1113 CEDAR VALLEY DR
CEDAR BLUFF, VA 24609
(276) 963-0111

SINGLETON, MADISON B ☎
HEALING WATERS
COUNSELING CENTER LLC
1113 CEDAR VALLEY DR
CEDAR BLUFF, VA 24609
(276) 963-0111

SMITH, TIMOTHY ☎
HEALING WATERS
COUNSELING CENTER LLC
1113 CEDAR VALLEY DR
CEDAR BLUFF, VA 24609
(276) 963-0111

WASHINGTON

**CLINICAL SOCIAL
WORKER**

CLAYTON, CHERYL ☎
NEST STEPS SERVICES
INC
205 W MAIN ST # 1
ABINGDON, VA 24210
(276) 254-5445

NEST STEPS SERVICES
INC
22417 WATAUGA RD
ABINGDON, VA 24211
(276) 254-5445

**DOANE-WILLIAMS,
MELISSA A** ☎
13168 MEADOWVIEW SQ
MEADOWVIEW, VA 24361
(276) 944-3999

GILMAN, SUSAN ☎
REVIDA RECOVERY
CENTERS PC
300 VALLEY ST NE
ABINGDON, VA 24210
(276) 206-8197

MEEK, TRACY L ☎
DEER OAKS SOUTHEAST
LLC
190 E MAIN ST
ABINGDON, VA 24210
(276) 738-4831

PITTMAN, BARBARA A ☎
21451 SUGAR HOLLOW RD
BRISTOL, VA 24202
(276) 525-1550

**MENTAL HEALTH CLINIC/
CENTER (INCLUDING
COMMUNITY MENTAL
HEALTH CENTER)**

**REVIDA RECOVERY
CENTERS** ☎
300 VALLEY ST NE
ABINGDON, VA 24210
(276) 206-8197

PSYCHIATRY

WALLER, ANDREW J ☎
REVIDA RECOVERY
CENTERS PC
300 VALLEY ST NE
ABINGDON, VA 24210
(276) 206-8197

WISE

**CLINICAL SOCIAL
WORKER**

**CHAFIN-HOBERT, HELEN
A** ☎
MSMG FAMILY PRACTICE -
ST PAUL
16431 WISE ST
SAINT PAUL, VA 24283
(276) 762-2300

Independent Provider
Ambulatory Surgical Centers / Urgent Care Facilities

INDEPENDENT PROVIDER

INDEPENDENT PROVIDER

SULLIVAN

**AMBULATORY SURGICAL
CENTERS / URGENT CARE
FACILITIES**

**AMBULATORY SURGICAL
CLINIC/CENTER**

**REGIONAL EYE SURGERY
CENTER**

999 EXECUTIVE PARK
BLVD # 1
KINGSPORT, TN 37660
(800) 945-2301

999 EXECUTIVE PARK
BLVD # 100
KINGSPORT, TN 37660
(800) 945-2301

★ Accepts Medicare and Medicaid ✓ Existing patients only with provider approval ⊙ Not accepting new patients

👤 Telehealth and in-office service available

☎ Telehealth only; no in-office services available

♿ Accessible to customers with disabilities

👤 Completed cultural competency training

♥ Inclusive care provider

**Independent Provider
Ancillary Providers**

INDEPENDENT PROVIDER
INDEPENDENT PROVIDER
HAWKINS
ANCILLARY PROVIDERS
END-STAGE RENAL DISEASE (ESRD) TREATMENT CLINIC/ CENTER

FMC WEST KINGSPORT DIALYSIS ☎
3600 NETHERLAND INN RD
KINGSPORT, TN 37660
(423) 230-0461

JOHNSON
END-STAGE RENAL DISEASE (ESRD) TREATMENT CLINIC/ CENTER

FMC DIALYSIS SERVICES MOUNTAIN CITY ☎
120 PIONEER VILLAGE DR # 15
MOUNTAIN CITY, TN 37683
(423) 727-5676

SULLIVAN
DURABLE MEDICAL EQUIPMENT & MEDICAL SUPPLIES

APRIA HEALTHCARE LLC
2021 BROOKSIDE LN
KINGSPORT, TN 37660
(423) 247-4277

LINCARE INC ☎
3551 E STONE DR
KINGSPORT, TN 37660
(423) 765-4650

END-STAGE RENAL DISEASE (ESRD) TREATMENT CLINIC/ CENTER

FMC DIALYSIS SERVICES OF KINGSPORT ☎
2002 BROOKSIDE DR # 101
KINGSPORT, TN 37660
(423) 245-6464

FMCRCB BRISTOL ☎
2530 W STATE ST
BRISTOL, TN 37620
(423) 764-4044

FRESENIUS MEDICAL CARE BRISTOL HOME THERAPIES ☎
1 MEDICAL PARK BLVD # 100E
BRISTOL, TN 37620
(423) 652-2248

PHYSICAL THERAPY CLINIC/CENTER

CHAMPION PHYSICAL THERAPY LLC ☎
1732 N EASTMAN RD # 1A
KINGSPORT, TN 37664
(423) 491-5222

PROSTHETIC/ORTHOTIC SUPPLIER

HANGER CLINIC
121 E RAVINE RD # 400
KINGSPORT, TN 37660
(423) 245-0501

BRISTOL CITY
PHYSICAL THERAPY CLINIC/CENTER

PRESTON SQUARE REHAB AND WELLNESS ☎
2426 LEE HWY # 210
BRISTOL, VA 24202
(276) 645-0311
3130 LEE HWY # 210
BRISTOL, VA 24202
(276) 645-0311

BUCHANAN
DURABLE MEDICAL EQUIPMENT & MEDICAL SUPPLIES

LINCARE INC ☎
1060 ANCHORAGE CIR
UNIT A
VANSANT, VA 24656
(276) 597-7865

END-STAGE RENAL DISEASE (ESRD) TREATMENT CLINIC/ CENTER

BMA SOUTHWEST VIRGINIA ☎
23758 RIVERSIDE DR
GRUNDY, VA 24614
(276) 935-8889

DICKENSON
HOME HEALTH AGENCY

BALLAD HEALTH HOMECARE ☎
312 HOSPITAL DR
CLINTWOOD, VA 24228
(276) 926-6600

NORTON CITY
DURABLE MEDICAL EQUIPMENT & MEDICAL SUPPLIES

LINCARE INC ☎
509 PARK AVE SW
NORTON, VA 24273
(276) 679-1741

END-STAGE RENAL DISEASE (ESRD) TREATMENT CLINIC/ CENTER

MOUNTAIN EMPIRE DIALYSIS CENTER ☎
340 ANDERSON HOLLOW RD # 100
NORTON, VA 24273
(276) 679-7805

RUSSELL
END-STAGE RENAL DISEASE (ESRD) TREATMENT CLINIC/ CENTER

RUSSELL COUNTY DIALYSIS FACILITY ☎
150 E MAIN ST
LEBANON, VA 24266
(276) 889-1712

SMYTH
END-STAGE RENAL DISEASE (ESRD) TREATMENT CLINIC/ CENTER

FRESENIUS KIDNEY CARE SMYTH COUNTY ☎
945 N MAIN ST
MARION, VA 24354
(276) 782-1781

HOME HEALTH AGENCY

BALLAD HEALTH HOMECARE ☎
1205 SNIDER ST
MARION, VA 24354
(276) 782-9696

REHABILITATION HOSPITAL

SOUTHWEST VIRGINIA INPATIENT REHAB HOSPITAL ☎
245 MEDICAL PARK DR
MARION, VA 24354
(276) 378-1000

TAZEWELL
DURABLE MEDICAL EQUIPMENT & MEDICAL SUPPLIES

COMMUNITY HOME HEALTH ☎
109 VIRGINIA AVE
RICHLANDS, VA 24641
(276) 963-0160

★ Accepts Medicare and Medicaid ✓ Existing patients only with provider approval ☉ Not accepting new patients

☎ Telehealth and in-office service available

☎ Telehealth only; no in-office services available

10 ☎ Accessible to customers with disabilities

☎ Completed cultural competency training

♥ Inclusive care provider


Independent Provider
ANCILLARY PROVIDERS

WASHINGTON

**DURABLE MEDICAL
EQUIPMENT & MEDICAL
SUPPLIES**

LINCARE INC 
498 E MAIN ST
ABINGDON, VA 24210
(276) 676-2027

**END-STAGE RENAL
DISEASE (ESRD)
TREATMENT CLINIC/
CENTER**

**FMC DIALYSIS SERVICES
OF ABINGDON** 
341 FALLS DR NW
ABINGDON, VA 24210
(276) 628-3380


**PROSTHETIC/ORTHOTIC
SUPPLIER**

HANGER CLINIC
26110 LEE HWY
ABINGDON, VA 24211
(276) 623-0255


312 CUMMINGS ST # B
ABINGDON, VA 24210
(276) 623-0255

★ Accepts Medicare and Medicaid ✓ Existing patients only with provider approval ⊘ Not accepting new patients

 Telehealth and in-office service available

 Telehealth only; no in-office services available

 Accessible to customers with disabilities

 Completed cultural competency training

♥ Inclusive care provider

INDEPENDENT PROVIDER

DENTAL PROVIDERS

**Cigna Dental Customer
Service: 1-866-213-7295.**

Your plan may offer a yearly dental allowance. With the dental allowance, you can use any licensed dental provider who is eligible under Medicare. For more information, please refer to your Evidence of Coverage (EOC) or call Customer Service at the phone number printed on the back cover.

INDEPENDENT PROVIDER

VISION PROVIDERS

EyeMed

1-888-886-1995

INDEPENDENT PROVIDER

TELEHEALTH PROVIDERS

MDLIVE

1-866-918-7836

MDLive.com/

CignaMedicare

Cigna Preferred Medicare (HMO)

Cigna Healthcare Medicare Advantage HMO

2024 Pharmacy Directory

This Pharmacy Directory was updated in November 2024. For more recent information or other questions, please contact Cigna Healthcare Customer Service at **1-800-668-3813** (TTY 711), October 1 - March 31, 8 a.m. - 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. - 8 p.m. local time. Messaging service used weekends, after hours, and on federal holidays. You can also visit **CignaMedicare.com**.

Introduction

When this Pharmacy Directory refers to “we,” “us,” or “our,” it means Cigna Healthcare Medicare Advantage. When it refers to “plan” or “our plan,” it means Cigna Preferred Medicare (HMO).

This directory provides a list of your plan’s network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and your plan’s formulary.

We call the pharmacies on this list our “network pharmacies” because we have made arrangements with them to provide prescription drugs to plan customers. In most cases, your prescriptions are covered under your plan only if they are filled at a network pharmacy or through our mail order pharmacy service. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed here may no longer be in our network, or there may be newer pharmacies in our network that are not listed. This list is current as of November 2024. For the most current list, please call Customer Service at **1-800-668-3813** (TTY 711).

You can go to all the pharmacies on this list, but your costs for some drugs may be less at pharmacies in this list that offer preferred cost-sharing. We have marked these pharmacies with a gray box to distinguish them from other pharmacies in our network that offer standard cost-sharing. If you are a customer of our Cigna Medicare Advantage Primary HMO or Cigna Medicare Advantage TotalCare HMO plans, your cost-share is the same at a standard network pharmacy as it would be at a preferred network pharmacy.

You can get prescription drugs shipped to your home through our network mail order delivery program. Typically, you should expect to receive your prescription drugs within 14 days from the time that the mail order pharmacy receives the order and your method of payment. If you do not receive your prescription drug(s) within this time, please let us know. For more information, please contact us or see the mail order section of this Pharmacy Directory.

This directory is for **Virginia Counties:** Bristol City, Norton City, Russell, Scott, Washington and Wise including the area that you live. However, we cover a larger service area, and there are more pharmacies where your prescriptions may be covered by our plan. For information on more pharmacies in our plan network not listed in this directory please call Customer Service at **1-800-668-3813** (TTY 711).

If you have questions about any of the above, please see the last cover pages of this directory for information on how to contact us.

Retail Pharmacies, including Chain Pharmacies

BRISTOL CITY

**BH SPECIALTY
PHARMACY-BR+▲**

743 ISLAND RD
BRISTOL, VA 24201
(276) 469-4270

**BRISTOL COMMUNITY
HEALTH CENTE+▲**

2195 EUCLID AVE STE 6
BRISTOL, VA 24201
(276) 644-4489

CVS+▲

(800) 746-7287 TTY - 711

**FOOD CITY
PHARMACY+▲**

(276) 623-5100 TTY - 711

WALGREENS+▲

(877) 250-5823 TTY - 711

NORTON CITY

CVS+▲

(800) 746-7287 TTY - 711

**LONESOME PINE
ECONOMY DRUG+▲**

517 PARK AVE SW
NORTON, VA 24273
(276) 679-5191

NORTON PHARMACY+▲

980 PARK AVE NW
NORTON, VA 24273
(276) 365-8182

WALMART+▲

(800) 925-6278 TTY - 711

RUSSELL

BLUE DEVIL DRUG INC+▲

19408 HWY 58
CASTLEWOOD, VA 24224
(276) 762-5959

FAMILY DRUGCENTER+▲

110 W MAIN ST STE 1
LEBANON, VA 24266
(276) 889-1919

**FOOD CITY
PHARMACY+▲**

(276) 623-5100 TTY - 711

**MCFARLANEHILLMAN
PHARMACY*▲**

116 FLANAGAN AVE
LEBANON, VA 24266
(276) 889-5721

**NEW GARDEN
PHARMACY+▲**

4697 REDBUD HWY
HONAKER, VA 24260
(276) 873-4614

NEXTDOOR DRUG+▲

932 W MAIN ST
LEBANON, VA 24266
(276) 221-9933

TIGERX PHARMACY+▲

5638 REDBUD HIGHWAY
HONAKER, VA 24260
(276) 873-4700

WALGREENS+▲

(877) 250-5823 TTY - 711

WALMART+▲

(800) 925-6278 TTY - 711

SCOTT

**BOARDWATER DRUG BY
WAGS+▲**

(877) 250-5823 TTY - 711

**CLINCH RIVER
PHARMACY+▲**

17633 VETERANS
MEMORIAL HWY
DUNGANNON, VA 24245
(276) 467-2469

CVS+▲

(800) 746-7287 TTY - 711

**FOOD CITY
PHARMACY+▲**

(276) 623-5100 TTY - 711

**VILLAGE ECONOMY DRUG
INC+▲**

443 DUFF PATT HWY
STE 104
DUFFIELD, VA 24244
(276) 431-2299

**WEBER CITY DRUG
CENTER+▲**

1482 US HIGHWAY 23 N
WEBER CITY, VA 24290
(276) 386-3482

WASHINGTON

**BALLAD HEALTH
PHARMACY+▲**

16000 JOHNSTON
MEMORIAL DR
ABINGDON, VA 24211
(276) 258-1990

CVS+▲

(800) 746-7287 TTY - 711

CVS+▲

(800) 800-8800 TTY - 711

FALCON PHARMACY+▲

795 CUMMINGS ST
ABINGDON, VA 24211
(276) 258-5251

**FOOD CITY
PHARMACY+▲**

(276) 623-5100 TTY - 711

GLADE PHARMACY+▲

33472 LEE HWY
GLADE SPRING, VA 24340
(276) 429-2004

**HIGHLANDS COMMUNITY
PHARMACY+▲**

16400 JEB STUART HWY
ABINGDON, VA 24211
(276) 623-0470

LAUREL FAMILY DRUG+▲

204 S SHADY AVE
DAMASCUS, VA 24236
(276) 475-5022

LIFE WELL PHARMACY+▲

1325 BONHAM RD
BRISTOL, VA 24202
(276) 285-3390

MICHAEL'S PHARMACY+▲

101 CHARWOOD DR
ABINGDON, VA 24210
(276) 676-2900

**NORTHGATE
PHARMACY+▲**

26100 LEE HWY
ABINGDON, VA 24211
(276) 525-4633

**NORTHGATE
PHARMACY+▲**

661 CAMPUS DR STE 200
ABINGDON, VA 24210
(276) 628-2001

RX SERVICE

18377 WESTINGHOUSE RD
ABINGDON, VA 24210
(276) 628-1388

SAM'S CLUB+▲

(479) 204-3583 TTY - 711

WALGREENS+▲

(877) 250-5823 TTY - 711

WALMART+▲

(800) 925-6278 TTY - 711

WISE

**BIG STONE ECONOMY
DRUG+▲**

11 E 5TH ST N
BIG STONE GAP, VA 24219
(276) 524-4204

**CORNERSTONE
PHARMACY+▲**

205 KILBOURNE AVE
APPALACHIA, VA 24216
(276) 565-3434

CVS+▲

(800) 746-7287 TTY - 711

FAMILY DRUG INC+▲

14 E 27TH ST N STE 1
BIG STONE GAP, VA 24219
(276) 523-1713

FAMILY DRUGCENTER+▲

517 FRONT ST W
COEBURN, VA 24230
(276) 395-2257

**FOOD CITY
PHARMACY+▲**

(276) 623-5100 TTY - 711

UNION DRUG+▲

310 CLOVERLEAF SQ
STE A1
BIG STONE GAP, VA 24219
(276) 523-2100

WALGREENS+▲

(877) 250-5823 TTY - 711

WILDCAT PHARMACY+▲

11231 INDIAN CREEK RD
POUND, VA 24279
(276) 796-2200

Pharmacy with preferred cost-sharing shown in a gray box.

▲ These pharmacies provide an extended 90-day supply of medication.

+ These pharmacies support electronic prescribing.

* These pharmacies provide 24-hour access.

WISE (cont.)

WISE RX+▲

426 W MAIN ST
WISE, VA 24293
(276) 321-0088

Pharmacy with preferred cost-sharing shown in a gray box.

▲ These pharmacies provide an extended 90-day supply of medication.

+ These pharmacies support electronic prescribing.

* These pharmacies provide 24-hour access.

**ACCREDITO -
HONOLULU+▲**
(877) 860-0982 TTY - 711

**ACCREDITO HEALTH
GROUP+▲**
(877) 860-0982 TTY - 711

**ADVANCED DIABETES
SUPPLY+**
(877) 866-6107 TTY - 711

**ADW DIABETES
PHARMACY+**
(877) 241-9002 TTY - 711

**ALLIANCE PHARMACY
PLANO+**
(432) 287-5044 TTY - 711

**AMAYA PHARMACY
CORP+**
(718) 362-3336 TTY - 711

**AUBURN PHARMACY
WOUND CARE SUP+**
(334) 521-0455 TTY - 711

**BROADWAY
APOTHECARY+**
(541) 684-9352 TTY - 711

**BROADWAY FAMILY
PHARMACY+**
(888) 609-2064 TTY - 711

**BYRAM HEALTHCARE
CENTERS INC+**
(800) 775-4371 TTY - 711

CAREPOINT PHARMACY+
(855) 237-9112 TTY - 711

CCS MEDICAL*
(800) 560-0595 TTY - 711

CCS MEDICAL+
(866) 359-9641 TTY - 711

CCS MEDICAL+
(888) 308-8882 TTY - 711

**CLARX BIG COUNTRY
DERMAT+**
(325) 704-5222 TTY - 711

CLR X DENTON+
(940) 312-5943 TTY - 711

**CLR X PHARMACY
TAMPA+**
(813) 880-2500 TTY - 711

CONVERSIO HEALTH+
(866) 239-3784 TTY - 711

**CORNERSTONE HEALTH
SOLUTIONS+**
(781) 805-8220 TTY - 711

**EDGE PARK MEDICAL
SUPPLIES+**
(877) 852-3512 TTY - 711

**ESSENTIA HEALTH
PRESCRIPTION S+**
(715) 817-7146 TTY - 711

**EXPEDIEN RX
PHARMACY+**
(855) 440-9068 TTY - 711

**EXPERIENCECARE
SPECIALTY PHCY+**
(713) 524-3330 TTY - 711

**EXPRESS RX PHARMACY
AND MEDICA+**
(213) 353-0552 TTY - 711

EXPRESS SCRIPTS*+▲
(877) 860-0982 TTY - 711

**GEM EDWARDS
PHARMACY+**
(866) 552-5522 TTY - 711

**GERMANTOWN
PHARMACY+**
(601) 891-0881 TTY - 711

GIFTHEALTH PHARMACY+
(614) 725-3335 TTY - 711

HEALTHPRO PHARMACY+
(313) 915-5455 TTY - 711

HEBRON PHARMACY+
(972) 394-7015 TTY - 711

**HOPE SPECIALTY
PHARMACY+**
(800) 557-5555 TTY - 711

**J B PHARMACY SERVICES
INC+**
(888) 611-2941 TTY - 711

**KEYSTONE PHARMACY
LLC+**
(601) 707-9727 TTY - 711

LELA PHARMACY+
(210) 348-1532 TTY - 711

MEDHOPE PHARMACY+
(346) 279-0497 TTY - 711

MY CHOICE RX+
(239) 301-5058 TTY - 711

MY CHOICE RX+
(727) 565-2299 TTY - 711

PERSONAL RX+
(201) 430-7300 TTY - 711

PRXP OF CA LLC+
(888) 505-1485 TTY - 711

**QUAKER COMMUNITY
PHARMACY+**
(610) 829-2478 TTY - 711

**RICHIE'S SPECIALTY
PHARMACY+**
(936) 588-6337 TTY - 711

**ROSEMONT SPECIALTY
PHARMACY+**
(877) 592-7988 TTY - 711

ROSH PHARMACY+
(832) 939-3550 TTY - 711

SHIELDS PHARMACY+
(727) 648-2680 TTY - 711

**SOLARA MEDICAL
SUPPLIES LLC+**
(800) 999-7516 TTY - 711

**SUGAR LAND
PHARMACY+**
(281) 302-5987 TTY - 711

**SYNCHRONY WELLNESS
PHARMACY+**
(866) 290-1480 TTY - 711

TRUSTEDMEDRX LLC+
(855) 939-6337 TTY - 711

**UNITY EXPRESS
PHARMACY INC**
(727) 600-8880 TTY - 711

URGENTMEDRX LLC+
(888) 536-9963 TTY - 711

US MED LLC+
(866) 938-4482 TTY - 711

WELLDYNERX - FL+
(888) 479-2000 TTY - 711

WHITE ROCK PHARMACY+
(214) 660-1603 TTY - 711

You can get prescription drugs shipped to your home through our network mail order delivery program. For refills of your mail order prescriptions, please contact us 15 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. Typically, you should expect to receive your prescription drugs within 14 days from the time that the mail order pharmacy receives the order and your method of payment. If you do not receive your prescription drug(s) within this time, please contact us at the phone number on the cover and TTY number/TRS Relay number 711.

Pharmacy with preferred cost-sharing shown in a gray box.

▲ These pharmacies provide an extended 90-day supply of medication.

18 + These pharmacies support electronic prescribing.

* These pharmacies provide 24-hour access.

Your plan will cover home infusion therapy if:

- Your prescription drug is on your plan's formulary or you have a formulary exception
- Your plan has approved your prescription drug for home infusion therapy; and
- Your prescription is written by a doctor; and an authorized prescriber.

WASHINGTON

**BRISTOL HOME
INFUSION+**

18377 WESTINGHOUSE RD
ABINGDON, VA 24210
(276) 676-3468

RX SERVICE

18377 WESTINGHOUSE RD
ABINGDON, VA 24210
(276) 628-1388

Long Term Care Pharmacies

Residents of a long-term care facility may access their prescription drugs covered under our plan through the facility's long-term care pharmacy or another network long-term care pharmacy. For more information, please call Customer Services at the number listed in front of this directory.

WASHINGTON

GLADE LTC+

305 FALLS DR NW
ABINGDON, VA 24210
(276) 776-1920

GLADE PHARMACY+▲

33472 LEE HWY
GLADE SPRING, VA 24340
(276) 429-2004

MAC'S LTC+

661 CAMPUS DR STE 100
ABINGDON, VA 24210
(276) 625-4357

RX SERVICE

18377 WESTINGHOUSE RD
ABINGDON, VA 24210
(276) 628-1388

▲ These pharmacies provide an extended 90-day supply of medication.

+ These pharmacies support electronic prescribing.

* These pharmacies provide 24-hour access.

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Multi-language Interpreter Services



English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-668-3813. Someone who speaks English can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-668-3813. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-800-668-3813。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-800-668-3813。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagapagsaling-wika, tawagan lamang kami sa 1-800-668-3813. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-668-3813. Un interlocuteur parlant français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-800-668-3813 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihre Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-668-3813. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-668-3813번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-668-3813. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة على أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على الرقم 1-800-668-3813، وسيقوم شخص يتحدث العربية بمساعدتك. هذه الخدمة مجانية.

Hindi: हमारी स्वास्थ्य या दवा योजना से संबंधित आपके किसी भी प्रश्न का जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएं उपलब्ध हैं। दुभाषिया सेवाएं प्राप्त करने के लिए हमें 1-800-668-3813 पर फ़ोन करें। हिन्दी बोलने वाला कोई भी व्यक्ति आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-668-3813. Un nostro incaricato che parla italiano Le l'assistenza necessaria. Il servizio è gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que possa ter acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-668-3813. Irá encontrar alguém que fale português para o(a) ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal medikaman nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-668-3813. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-668-3813. Ta usługa jest bezpłatna.

Japanese: 当社の健康保険と薬品プランに関するご質問にお答えするために、無料の通訳サービスがございます。通訳をご用命になるには、1-800-668-3813 にお電話ください。日本語を話す者が支援いたします。これは無料のサービスです。



PO Box 20012
Nashville, TN 37202

Important plan information.



1-800-668-3813 (TTY 711)

October 1 - March 31, 8 a.m. - 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. - 8 p.m. local time. Messaging service used weekends, after hours, and on federal holidays.



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