

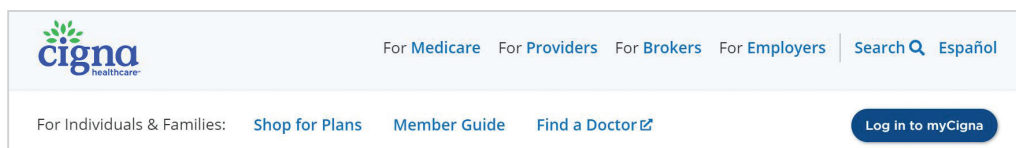
Finding a provider in our online directory.

A step-by-step guide for County of Orange employees.

Search our directory to find providers using this step-by-step guide before you enroll.

Step 1

Go to www.CignaHealthcare.com and select **Find a Doctor** at the top of the page.



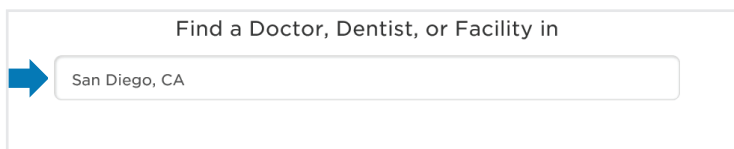
Step 2

Under **How are you covered?**, select **Employer or School**.



Step 3

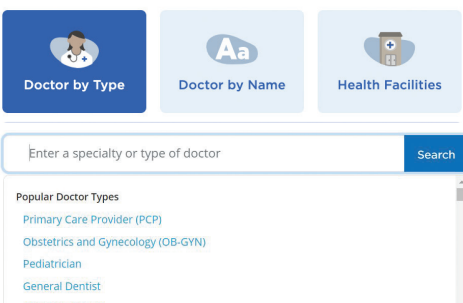
Enter the **Address, City, or Zip** of the doctor, dentist or facility.



To search **Doctor by Type**

Step 4

Select **Doctor by Type** and enter a specialty or type of doctor. (A drop down menu will appear for your convenience.)



To search **Doctor by Name**

Step 4

Select **Doctor by Name** and enter the doctor's name in the search field.



To search **Health Facilities**

Step 4

Select **Health Facilities** and enter the health care facility name or type you are looking for. (A drop-down menu will appear for your convenience.)



For the employees of County of Orange and their household members.



Step 5

Choose **Continue as guest**, and, **if prompted, choose Continue again**. (Be sure not to select “Continue without a plan” since different plans might have different in-network providers.) Your search results will appear.

Step 6

Select one of the two plans offered to you by the County: **Southern California** (under HMO, HMO POS, Network, Network POS) or **Southern California SELECT** (under HMO, Network). Your search results will appear.

Each covered member on the Southern California Select plan has the option to choose a primary care physician (PCP) from one of the physician group systems in the Southern California Select network.* 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 provider groups. Once a PCP is selected, you should receive care from the provider group with which your PCP is aligned. Generally, your PCP will refer you to providers within the physician network that they are aligned with.** When needed, your PCP may refer you to other in-network specialists or facilities at another physician network within the larger network. If you choose to see a physician or facility outside of the network, your care will be considered out-of-network and will not be covered except in the case of emergency or urgent care services.***

Step 7

View providers from the list displayed. Here, you will also find the Medical Group associated with the provider and can select **See affiliated doctors**.

If you're enrolling for the first time, take note of the PCP ID # (including any zeros) you've selected; you will need this information when you enroll. For some plans, a PCP selection is required. If you do not identify a PCP while enrolling, one will be auto-assigned to you. You can change your PCP at any time by calling Cigna customer service 24/7/365 at **800.244.6224**. See additional details below.

Scroll down to find the PCP ID

You can select **Change Plan** from the top of the search results page to search by a different plan type.

These are examples for illustrative purposes only.



Call Cigna HealthcareSM customer service at **800.244.6224**, reach out to **Paul Lopez-Wood** at **714.834.3108** or email **YourCountyBenefits@CignaHealthcare.com**.



Just because a health care provider is listed in the directory doesn't mean that your health plan will cover all services. Look at your official plan documents, or call the number listed on your ID card, for information about the services your plan covers.

*Plans may be limited geographically. Providers are located throughout the majority of the counties. Not all providers may be in the Southern California Select network. Please access the Cigna Healthcare provider directory on CignaHealthcare.com or call 800.244.6224. **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. ***Eligible out-of-network emergency and urgent care services (as defined in the plan documents) are covered at the in-network benefit level.

The providers and facilities that participate in the Cigna Healthcare network are independent practitioners solely responsible for the treatment provided to their patients. They are not agents of Cigna Healthcare. 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 Healthcare representative. All pictures are for illustrative purposes only.

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