



# WELCOME TO THE SOUTHERN CALIFORNIA SELECT PLAN

We're happy to have you with us.

With the Southern California Select plan, you have the opportunity to choose the in-network primary care provider (PCP), specialists, facilities and pharmacies where you want to receive care. That means you'll have greater control of your care – and your costs. And you'll also have access to well-recognized local providers and facilities that take great pride in caring for their patients and making a difference in their lives.

## Have questions? The Cigna One Guide service can help.

Cigna One Guide® offers personalized support during and after enrollment, for a simpler health care journey for you and your family.

A personal guide can help you:

- › Find an in-network PCP that helps meet your needs
- › Understand your plan, network and options
- › Know where to go for quality, cost-effective care
- › Remind you about appointments and staying up to date on preventive care
- › Guide you to the tools, programs and resources available to you and more

## Need translation services?

We can connect you to a wide variety of translation and language assistance 24/7.

- › Spanish-speaking call center representatives
- › Language translation services in more than 200 languages
- › Document translations in your preferred language, alternative font, Braille or audio
- › Sign language available by request. Reach out to your Human Resources Department or call **888.806.5042**
- › Electronic formats such as relay services, text telephones (TTYs) or video remote services

Before enrollment, call **888.806.5042** 24/7/365. After your plan effective date, call the **number on the back of your ID card** or click to chat on **myCigna.com** or the myCigna® App.



**In collaboration with:**  
HealthCare Partners  
Scripps Health  
St. Joseph Hoag Health

**Coverage for Inland Empire available through:**  
PrimeCare

Customers can be aligned to any one of the four provider groups.

## BEFORE YOUR PLAN EFFECTIVE DATE

### 1. Choose your PCP

With the Southern California Select plan, you have the option to select from hundreds of PCPs<sup>1</sup> in the following provider groups:<sup>2</sup>

- › HealthCare Partners in Los Angeles County
- › St. Joseph Hoag Health in Orange County
- › Scripps Health in San Diego County
- › PrimeCare in San Bernardino and Riverside counties

Each plan member can choose a different PCP/provider group. Your PCP selection determines which group you are aligned to. They will work to coordinate your care and help you save money.

**When you enroll, you will need to provide the ID number for the in-network PCP you would like to use.** This ID can be found in the online provider directory. Providers have different PCP IDs for each plan, so this ID is unique for the Southern California Select plan.

#### To find a PCP:

- › Go to **Cigna.com**
- › Select “Find a Doctor, Dentist or Facility” in the upper right corner of the screen
- › Under “Not a Cigna Customer Yet?” select “Plans through your employer or school”

- › In the “Find Providers” section, enter your work or home location in the “Search Location” box and select “Pick”
- › Under “Medical Plans” select “**Southern California Select** (St. Joseph Hoag Health, Scripps Health, HealthCare Partners, PrimeCare)” and select “Choose”
- › On the next screen, confirm the correct plan has been selected “Medical: HMO/Network **Southern California Select** (St. Joseph Hoag Health, Scripps Health, HealthCare Partners, Primecare)”
- › In the “Search” box type in the provider’s name you would like to search for, or you can type in the specialty and then select the search icon
- › Once you find the PCP you would like to use, take note of the PCP ID number

You can also call a Cigna One Guide representative at **888.806.5042** 24/7/365.

#### To change your PCP after enrollment:

Search the provider directory on **myCigna.com**. It will be specific to your plan and selection. You can change your PCP on **myCigna.com** or call the number on the back of your ID card.

### 2. Get familiar with your network

Each provider group has hundreds<sup>3</sup> of providers, specialists and facilities to choose from. Once you have selected your PCP, you will receive care from providers and facilities aligned to that group. Below is a general overview of how this network works. **For a complete listing, explore the provider directory on Cigna.com (pre-enrollment) or myCigna.com (after your plan effective date), or call 888.806.5042.**

<b>Out-of-network care</b>	If you choose to receive care outside the network, it will not be covered by your plan except for emergency and urgent care services. <sup>4</sup> This helps keep your costs down.
<b>Pharmacy</b>	<ul style="list-style-type: none"><li>• <b>Retail pharmacies</b> – Access well-known pharmacies, including Walgreens, CVS, Rite Aid and Walmart, with the Southern California Select plan.</li><li>• <b>Cigna Home Delivery Pharmacy</b> – Get your prescriptions delivered right to your door. Plus, get access to pharmacists who are available anytime, day or night, to answer medication questions.</li></ul>
<b>Specialists and facilities (Referral required)<sup>5</sup></b>	With a referral through your PCP, you have access to hundreds of well-recognized specialists and facilities. A referral is not required for visits with a behavioral health provider in Cigna’s network.
<b>Emergency visits</b>	You should always access the closest emergency facility for anything life threatening. Emergency care and urgent care services are covered by your plan at the in-network coverage level. <sup>4</sup>
<b>After hours options</b>	If you need nonemergency care and your PCP isn’t available, we have many other options that can help you save time and money. <ul style="list-style-type: none"><li>• Convenience care clinics, walk-in clinics and urgent care centers</li><li>• Cigna Telehealth Connection – Access an independent board certified doctor anytime, online or over the phone, at the same cost as a PCP visit<sup>6</sup></li><li>• Health Information Line – Talk with a clinician 24/7/365 about non-life-threatening health issues or questions and where to get care</li></ul>
<b>Behavioral Health</b>	Visits for mental health and/or substance use treatment with a provider in the Cigna Behavioral Health Network (or Employee Assistance Program Network, if offered by your employer) do not require a referral.

### 3. Request Transition of Care as soon as possible, if needed

If you are seeing a provider for a serious chronic condition or scheduled surgery, you will want to apply for a **Transition of Care** as soon as possible, and preferably between 30–60 days after the effective date of coverage. Please reach out to your Human Resource Department, ask your onsite Cigna representative or call 888.806.5042.

### 4. Refill prescriptions, if needed

Be sure to refill your current prescriptions so you have a supply during the plan transition period.

## AFTER YOUR PLAN EFFECTIVE DATE

### 1. Transfer your medical records

If you have any records that you would like to transfer to your new PCP, contact your current health care provider and they can provide you with a HIPAA Records Transfer form. You can also ask your Human Resource Department, ask your Engagement Advisor, or call 888.806.5042 for assistance and more information.

### 2. Transfer your prescriptions

Our pharmacy team is available 24/7/365 to help answer any questions. Just call the number on the back of your ID card.

#### › Retail pharmacies

- If you have an existing prescription at a Kaiser pharmacy, call the number on the back of your ID card for assistance in transferring your prescription.

#### › Home Delivery Pharmacy

- If you have existing medications that you are currently getting through Kaiser’s home delivery, our QuickSwitch® program makes filling a prescription easier. Call the number on the back of your ID card and we will do the rest. Please have ready:
  - Name and Cigna ID number
  - Prescription medication names and dosage (for you and all covered family members)
  - Health care provider information (name, phone number)
  - Payment information (American Express, Discover, MasterCard or VISA)

With this information, we will request a prescription from your provider. Once we receive it, we will fill your medication and mail it to your home or other location of your choice.

### 3. Register on myCigna

- › Go to **myCigna.com** and click “Register now”
- › Or, download the myCigna® App

### 4. Register to use telehealth now, so you’ll be ready to use it when you need it

Log in to **myCigna.com** and click on Cigna Telehealth Connection to get started.

### 5. Carry your ID card with you

Once you become a customer, you will receive your medical ID card. It contains important information about your Southern California Select plan, so you’ll want to keep it with you at all times.

You can view or request a new ID card on **myCigna.com** or by calling the number on the back of your ID card. You can print a temporary ID card whenever you need it from **myCigna.com** or access your card information on the myCigna App.

### 6. Save on health products and services

Cigna Healthy Rewards® discount program<sup>7</sup> provides savings on programs and services that help you live and stay well. Just make an appointment, show your ID card when you pay for services and enjoy the savings. Available types of programs include:

- › Weight management and nutrition
- › Fitness and mind/body
- › Vision and hearing
- › Alternative medicine
- › Health and wellness products

To see what discount programs are available, log in to **myCigna.com**, go to the “My Health” tab, and click on “Programs & Resources,” and then “Discount Programs - Healthy Rewards.”

## 7. Schedule your annual check-ups

Regular preventive health exams and tests can help uncover health problems before they start. So even if you're feeling fine, you should get regular check-ups, screenings and immunizations as recommended by your PCP based on the preventive care guidelines. Under your plan, most preventive care services are covered at 100% when you receive them from an in-network provider or facility.<sup>8</sup> The guidelines can be found on **myCigna.com**.

## 8. Take an online health assessment

Learn new ways for you and your family to help feel your best with a quick and easy health assessment. Help is always at your fingertips.

To get started, log in to **myCigna.com** and look for "Take Health Assessment" under the "My Health" tab. You can also reach a health coach by calling the number on the back of your ID card. To take the assessment, participants must be age 18 or older.

## 9. Take advantage of extra support and resources

- › **Cigna Healthy Babies® Program** - For expecting mothers, we provide support to help manage pregnancies to help keep mom and baby healthy. This includes pregnancy coaches with nursing experience available over the phone 24/7/365, and materials and resources on **myCigna.com**, including a kit to chart health throughout pregnancy.
- › **Health information services** - Our health information line lets you speak to a clinician about things like choosing and finding the nearest care, reviewing home treatment options, scheduling or following up on a doctor's appointment and more. In addition, our Health Information Library contains audio messages on hundreds of topics, with many of them also recorded in Spanish. Call **800.244.6224** to access both.
- › **24/7 live customer service** - If you have any questions about your health, your care or your plan - or want to speak with a nurse - you can call us day or night. We'll be happy to help you, and we offer language translation services in more than 200 languages. Look for our toll-free, 24-hour service number on the back of your ID card.
- › **Chronic condition management** - Get help managing chronic conditions such as asthma, lower back pain, depression, coronary artery disease and more. A Cigna health coach will work one-on-one with you to create a plan to maintain your health based on your personal goals, and help you understand and manage your condition.
- › **Lifestyle management programs** - Whether your goal is to lose weight, quit tobacco or lower your stress levels, Cigna Lifestyle Management Programs can help. Each program is easy to use and available where and when you need it. Talk one-on-one with a coach over the phone, or get convenient support online. It's all at no additional cost to you.



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of the four provider groups.

1. Not all HealthCare Partners providers are in the Southern California Select network, and not all providers may be accepting new patients in the Southern California Select Network. Access the provider directory or call 888.806.5042 for more information.

2. Providers are located throughout most of each of the counties.

3. Data as of August 2018, subject to change.

4. Providers outside the network are not covered by the plan except for emergency and urgent care services as defined by your plan documents.

5. Specific providers such as OB/GYN can be seen without a referral. See your plan documents for details or call 888.806.5042.

6. Telehealth consultations are provided exclusively by independent companies/entities and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. This service is separate from your health plan's provider network. A Primary Care Provider referral is not required for this service.

7. Healthy Rewards is a discount program. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Healthy Rewards is separate from your medical benefits. If your Cigna plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. A discount program is NOT insurance, and the customer must pay the entire discounted charge.

8. Not all preventive care services are covered. For example, most immunizations for travel are generally not covered. For a complete list of covered preventive care services, see your plan materials.

The health care providers that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. Providers are not agents of Cigna.

**Exclusions and limitations:** All health plans and health insurance policies have exclusions and limitations. Copay, coinsurance and deductible requirements may apply. This brochure outlines the highlights of your plan. For a complete list of both covered and not-covered services, including benefits which may be required by your state, see your plan documents.

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## BY YOUR SIDE. AND ON YOUR SIDE.

Get the most from the benefits offered through your employer.

### Life can be busy and complicated

As part of your employer's health plan, you get access to a variety of programs and services to help make your life easier – and healthier.

### Cigna One Guide

The Cigna One Guide® service can help you make smarter, informed choices and get health-related recommendations based on what matters most to you. It's our highest level of support that combines the ease of a powerful app with the personal touch of live service. One Guide personal support, tools and reminders can help you stay healthy and save money.

During the preenrollment period, you can call the One Guide team at 800.244.6224 for help with all your questions about available health plans and coverage. After enrollment, One Guide continues to offer ongoing support to help you:

#### Understand your plan

- › Know your coverage and how it works
- › Get answers to all your health care or plan questions

#### Get care

- › Find an in-network doctor, lab or urgent care center
- › Connect to health coaches, pharmacists and more
- › Stay on track with appointments and preventive care

Together, all the way.®

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- › Take advantage of dedicated one-on-one support for complex health situations

#### Save and earn

- › Maximize your benefits and earn incentives (if provided by your employer)
- › Get cost estimates and service comparisons to avoid surprises
- › Check account balances and claim activity to manage expenses

Once you have enrolled, start using the Cigna One Guide support service by downloading the enhanced myCigna® App,<sup>1</sup> click to chat or by phone.

### myCigna<sup>SM</sup>

Nothing is more important than your good health.

That's why there's the **myCigna**® website – your online home for assessment tools, plan management, medical updates and much more.

On **myCigna.com** you can:

- › Find in-network doctors, dentists and medical services
- › View ID card information
- › Review your coverage
- › See how much your medication will cost you at the different pharmacies in your network<sup>2</sup>
- › Manage and track claims
- › Compare prescription drug prices



- › Compare cost and quality information for doctors and hospitals
- › Access a variety of health and wellness tools and resources
- › Sign up to receive alerts when new plan documents are available
- › Track your account balances and deductible

Download the myCigna App<sup>1</sup> and access your account with just a fingerprint on any compatible device.<sup>3</sup>

## 24/7 customer assistance

### A phone call away

Anytime you need us, feel free to call the toll-free number printed on the back of your Cigna ID card.

- › You can reach us 24 hours a day, seven days a week.
- › You can get answers to your health, claims and benefit questions.
- › Ask for a Spanish-speaking service representative or someone who can translate one of 200 languages.
- › You can order an ID card, update insurance information and check claim status.

24/7 customer assistance is available for medical and dental plan customers only.

## Health Information Line

Call the Health Information Line available 24 hours a day, seven days a week. Speak with a clinician trained as a nurse who is ready to provide medical guidance and help answer health questions like how to treat a twisted ankle or child's fever. This toll-free number is printed on the back of your Cigna ID card.

- › Get information to help you decide where and when you should get treatment for your immediate care needs.
- › Call if you need general health information or have a specific health concern.
- › You can also listen to hundreds of podcasts to help you stay informed about your health.

Select a topic and listen via live-stream on your computer via **myCigna.com**.

## You can use telehealth for 24/7 care

Cigna Telehealth Connection lets you get the care you need – including most prescriptions (when appropriate) – for a wide range of minor conditions. You can connect with a board-certified provider via video chat or phone, when, where and how it works best for you.<sup>4</sup>

Choose when: 24/7/365. Day or night, weekdays, weekends and holidays.

Choose where: Home, work or on the go.

Choose how: Phone or video chat.

## Cigna Healthy Pregnancies, Healthy Babies

Each woman's journey to motherhood is unique. Enrolling in the Cigna Health Pregnancies, Healthy Babies<sup>®</sup> program is a healthy place to start.

To support you along your journey, you'll get:

- › Helpful guidance and support on everything from infertility and preconception planning to post-delivery information.
- › A workbook to help you learn about pregnancy and babies, including topics like prenatal care, exercise, stress, depression and more.
- › 24/7 live telephone support from a case manager, who has nursing experience and can help you with everything from tips on how to handle your discomfort during pregnancy to birthing classes and maternity benefits.
- › Access to an audio library of health topics.
- › Incentives for participating in the program, if offered by your employer

You'll also have easy access to a wealth of information on the **myCigna**<sup>®</sup> website from trusted sources like WebMD and Healthwise. You'll learn how to make a plan for a healthy pregnancy, monitor your pregnancy week by week, prepare for labor and delivery, care for your baby and more.

### Cigna Healthy Pregnancy app

The Cigna Healthy Pregnancy<sup>®</sup> app is another resource available to you. You can use this app to:

- › Enroll in the Cigna Healthy Pregnancies, Healthy Babies program.
- › Click to call a Cigna coach or case manager.
- › Learn about available incentives for program completion.
- › Look up symptoms and learn about pregnancy health issues.
- › Track your weight.
- › Keep a list of things to talk about with your doctor, and set reminders.

- › View educational videos about your baby's weekly development.
- › Connect with your baby with the baby boost relaxation tool.
- › Get daily updates with important tips and inspirational quotes to stay positive and motivated.
- › Link to Cigna benefits and resource pages.

Download the app now,<sup>5</sup> available on Google Play™ or the App Store®.

### Cigna Lifestyle Management programs

If weight, tobacco or stress is affecting your health or your ability to live an active life, it may be time to make some changes. A health coach can provide you with personalized support to help you:

- › Learn to manage your weight using a non-diet approach that helps you build confidence, change habits, eat healthier and become more active
- › Develop a personal quit plan to become and remain tobacco-free
- › Understand the sources of your stress, and learn to use coping techniques to better manage stress both on and off the job

You can use an online or telephone coaching program – or both – for the support you need. To learn more about our Lifestyle Management programs please call us using the number in your enrollment materials.

### Stress Management

If daily stress is affecting your health or your ability to live an active life, it may be time to make some changes. A health advocate can provide you with personalized support to help you understand the sources of your stress, and learn to use coping techniques to better manage stress both on and off the job.

Use an online or telephone coaching program – or both – for the support you need.

### Health assessment

Taking a health assessment is a quick and easy way to learn more about your health today, and to figure out how you can improve your health in the future. After all, when you're healthy, you have the strength and confidence to be your true self. After completing the health assessment you'll get a wellness score and recommendations to help you get started on a path to better health. Share your report with your doctor at your next visit.

### Cigna Healthy Rewards®<sup>6</sup>

Get discounts on the health products and programs you use every day for:

- › Weight management and nutrition
- › Fitness clubs and equipment
- › Mind/body programs and equipment
- › Vision and hearing care
- › Alternative medicine
- › Health and wellness products

Just use your Cigna ID card when you pay and let the savings begin.

### Cigna Health Advisor®

Health advocates are professionals trained as coaches, nutritionists and clinicians. They are here to listen to you, understand your needs and help you find solutions. Even when you're not sure where to start, you can get confidential support from reliable professionals.

Partner with a health advocate to take an active role in your health.

- › Discuss your health assessment results
- › Learn how to reduce your health risks
- › Learn how to access telephone seminars
- › Maintain better eating and exercise habits
- › Receive support and encouragement as you set and reach health improvement goals
- › Get helpful information about treatment options so you and your doctor can make decisions that meet your health needs and work best for you
- › Better manage conditions, including high blood pressure, high cholesterol and more

## Preventive care

### Helping you stay well

Getting and staying healthy is important. That's why most health plans include coverage for eligible preventive care services at no additional cost to you, when you receive them from a doctor who participates in your plan's network.

This means no money taken from your account and no out-of-pocket costs to you. Covered preventive care services can include, but are not limited to:<sup>7</sup>

- › Blood pressure screenings
- › Cholesterol screenings
- › Diabetes screenings
- › Testing for colon/rectal cancer
- › Clinical breast exams
- › Pap tests
- › Mammograms

### Cigna Veteran Support Line

This free hotline is available 24/7/365 to all veterans, their families and caregivers. No need to be a Cigna customer. Cigna stands ready to connect you with:

- › Pain management resources
- › Substance use counseling
- › Financial support
- › Food, clothing, housing
- › Legal assistance
- › Parenting and child care
- › Aging services
- › Weekly Mindfulness for Vets phone sessions and more

Call **855.244.6211**.

#### Questions?



Want to learn more about these programs and services – as well as the many other benefits in your health plan?

**Call 800.Cigna24 (800.244.6224)**

**Visit [myCigna.com](https://myCigna.com) once your coverage begins.**





Google Play is a trademark of Google LLC. The Apple logo is a trademark of Apple Inc, registered in the U.S. and other countries. App Store is a registered service mark of Apple Inc.

- 1 The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.
- 2 Prices are not guaranteed, and even though a price is displayed, it's not a guarantee of coverage. Your costs and coverage may change by the time you fill your prescription at the pharmacy, and medication costs at individual pharmacies can vary. For example, your pharmacy's retail cash price for a specific medication may be less than the price shown. Coverage and pricing may change.
- 3 Please refer to your phone's manufacturer for your phone's specific capabilities. Actual myCigna features may vary depending on your plan and individual security profile.
- 4 Telehealth services are provided by third-party telehealth providers, and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities and video chat is not available in all areas. This service is separate from your health plan's provider network. Telehealth services may not be available to all plan types. A primary care provider referral is not required for this service. See your plan materials for cost and coverage details.
- 5 The Cigna Healthy Pregnancy app is for educational purposes only and does not replace the advice of your doctor. Medical advice is not provided. Always consult your doctor for appropriate examinations, treatment, testing and care recommendations. The downloading and use of the app is subject to the terms and conditions of the app and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply.
- 6 Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. If your plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. A discount program is NOT insurance and you must pay the entire discounted charge.
- 7 Plans may vary and not all preventive care services are covered. For example, immunizations for travel are generally not covered. See your plan materials for a complete list of covered preventive care services.

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 complete details of coverage, see your plan materials

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# KNOW BEFORE YOU GO

Your guide for where to go when you need medical care.

	Lower	Cost and time	Greater		
	Cigna Telehealth Connection	Physician's office	Scripps HealthExpress	Urgent care center	Emergency room
	Access telehealth services to treat minor medical conditions. Connect with a board-certified doctor via video or phone when where and how it works best for you. To view your telehealth options, log in to <a href="https://myCigna.com">myCigna.com</a> , click on "Find Care and Costs" and select "Cigna Telehealth Connection" <sup>1</sup>	The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.	Provides convenient access to 13+ walk-in centers treating minor illnesses and injuries (for ages five and older). Call ahead (858.554.7439) to speak with a triage nurse or go to <a href="https://Scripps.org/NowOpen">Scripps.org/NowOpen</a> to hold your place in line. Scripps HealthExpress clinics currently have two designated pediatric locations – Rancho Bernardo and Carmel Valley.	For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.	For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life threatening, call 911 or go to the nearest emergency room.  "Freestanding" emergency room (ER) locations are becoming more common in many areas. Because these ERs are not inside hospitals, they may look like urgent care centers. When you receive care at an ER, you're billed at a much higher cost than at other health care facilities.
Examples of conditions <sup>2</sup>	<ul style="list-style-type: none"> <li>› Colds and flu</li> <li>› Rashes</li> <li>› Sore throats</li> <li>› Headaches</li> <li>› Stomachaches</li> <li>› Fever</li> <li>› Allergies</li> <li>› Acne</li> <li>› Urinary tract infections and more</li> </ul>	<ul style="list-style-type: none"> <li>› General health issues</li> <li>› Preventive care</li> <li>› Routine check-ups</li> <li>› Immunizations and screenings</li> </ul>	<ul style="list-style-type: none"> <li>› Urinary tract infections</li> <li>› Sore throat and strep throat</li> <li>› Allergies and asthma</li> <li>› Flu-like symptoms</li> <li>› Skin-conditions</li> <li>› Ear infection and earache</li> <li>› Sinus infections</li> <li>› Bug bites and stings</li> <li>› Minor cuts, burns</li> <li>› Vaccines, including flu</li> </ul>	<ul style="list-style-type: none"> <li>› Fever and flu symptoms</li> <li>› Minor cuts, sprains, burns, rashes</li> <li>› Headaches</li> <li>› Lower back pain</li> <li>› Joint pain</li> <li>› Minor respiratory symptoms</li> <li>› Urinary tract infections</li> </ul>	<ul style="list-style-type: none"> <li>› Sudden numbness, weakness</li> <li>› Uncontrolled bleeding</li> <li>› Seizure or loss of consciousness</li> <li>› Shortness of breath</li> <li>› Chest pain</li> <li>› Head injury/major trauma</li> <li>› Blurry or loss of vision</li> <li>› Severe cuts or burns</li> <li>› Overdose</li> </ul>
Your cost and time <sup>3</sup>	<ul style="list-style-type: none"> <li>› Costs the same or less than a visit with your primary care provider</li> <li>› Appointments typically in an hour or less</li> <li>› No need to leave home or work</li> </ul>	<ul style="list-style-type: none"> <li>› May charge copay/coinsurance and/or deductible</li> <li>› Usually need appointment</li> <li>› Short wait times</li> </ul>	<ul style="list-style-type: none"> <li>› Same or lower than doctor's office</li> </ul>	<ul style="list-style-type: none"> <li>› Costs lower than ER</li> <li>› No appointment needed</li> <li>› Wait times vary</li> </ul>	<ul style="list-style-type: none"> <li>› Highest cost</li> <li>› No appointment needed</li> <li>› Wait times may be long</li> </ul>

**If you are in doubt about the severity of your injury or illness, you should go to a hospital-based ER. You can also call our Health Information Line and speak to a nurse who can help you understand your options. Please consult your pediatrician for guidance on children under age five.**

## 24/7/365 added guidance and support

With the Cigna Health Information Line, clinicians are just a phone call away, at no extra cost. They can help you understand health issues you might be experiencing, and help you to make informed decisions – whether it's reviewing home treatment options, following up on a doctor's appointment, or choosing and finding the right care in the right setting.



## Accessing care in the Southern California Select Network

With the Southern California Select plan, you select an in-network primary care physician (PCP) who will help you manage and coordinate your care, including referrals to specialists if needed.<sup>4</sup>

You should receive care from the provider group with which your PCP is aligned. This care will be considered in-network, which means it will be covered by your plan according to your plan terms. If you choose to receive care outside the provider group you selected, it is considered out-of-network and would not be covered by your plan, except for emergency or most urgent care.<sup>5</sup>

For your convenience, you and each member on your plan can choose a PCP and be aligned with any one of four provider groups in the Southern California Select Network.<sup>6</sup> You can call the number on the back of your ID card or go to **myCigna.com** to make this change.

- HealthCare Partners in Los Angeles County
- St. Joseph Hoag Health in Orange County
- Scripps Health in San Diego County
- PrimeCare in San Bernardino and Riverside Counties

## Scripps Health in San Diego County

By choosing to receive care from Scripps Health - one of the county's highest-rated medical groups<sup>7</sup> - you'll enjoy access to hundreds of providers<sup>8</sup> throughout San Diego County. Outlined below are some of the in-network facilities with Scripps Health.

### Physician networks (Medical Groups and Affiliated Physicians, PCP office)

- Mercy Physicians Medical Group
- Rady Children's Specialists of San Diego (Specialty, PCP referral required)
- Scripps Clinic
- Scripps Coastal Medical Center
- Scripps Physicians Medical Group

### Hospitals

Name	Street address	City	Zip	Phone
Scripps Mercy Hospital, Chula Vista	435 H Street	Chula Vista	91910	619.691.7000
Scripps Memorial Hospital, Encinitas	354 Santa Fe Drive	Encinitas	92024	760.633.6501
Scripps Green Hospital	10666 N. Torrey Pines Road	La Jolla	92037	858.554.9100
Scripps Memorial Hospital, La Jolla	9888 Genesee Avenue	La Jolla	92037	858.626.4123
Scripps Mercy Hospital, San Diego	4077 5th Avenue	San Diego	92103	619.294.8111
Rady Children's Hospital (Pediatrics)	3020 Children's Way	San Diego	92123	858.576.1700

### Clinics and medical centers

Some locations offer extended office hours including nights and weekends as indicated by [\*]. Contact facility for details.

Name	Street address	City	Zip	Phone
Scripps Coastal Medical Center, Carlsbad *	2176 Salk Avenue	Carlsbad	92008	760.827.7200
Scripps Coastal Medical Center, Eastlake *	971 Lane Avenue	Chula Vista	91914	619.502.7300
Scripps Clinic, Coronado (Dermatology)	1317A Ynez Place	Coronado	92118	858.554.9493
Scripps Coastal Medical Center, Encinitas (OB/GYN)	322 Santa Fe Drive, Suite 115	Encinitas	92024	760.753.7143
Scripps Coastal Medical Center, Encinitas (Primary Care/Pediatrics) *	477 N. El Camino Real	Encinitas	92024	760.479.3900
Scripps Coastal Medical Center, Escondido *	488 E. Valley Parkway, Suite 411	Escondido	92025	760.806.5700
Scripps Clinic, Rancho San Diego *	10862 Calle Verde	La Mesa	91941	619.670.5400
Scripps Clinic, Rancho San Diego *	3835 Avocado Boulevard	La Mesa	91941	619.670.5400
Scripps Coastal Medical Center, Oceanside - Mission Avenue	4318 Mission Avenue	Oceanside	92057	760.901.5010
Scripps Coastal Medical Center, Oceanside - Vista Way (OB/GYN)	3998 Vista Way, Suite C-202	Oceanside	92056	760.901.5000
Scripps Clinic, Del Mar	12395 El Camino Real	San Diego	92130	800.727.4777

## Clinics and medical centers (continued)

Name	Street address	City	Zip	Phone
Scripps Clinic, John R. Anderson V Medical Pavilion	9898 Genesee Avenue	San Diego	92037	858.824.5000
Scripps Clinic, La Jolla (Specialists)	9333 Genesee Avenue, Suite 170	San Diego	92121	858.882.8350
Scripps Clinic, La Jolla (OB/GYN)	9834 Genesee Avenue	San Diego	92121	858.554.7550
Scripps Clinic, Mission Valley *	7425 Mission Valley Road	San Diego	92108	619.245.2790
Scripps Clinic, Mission Valley (Primary Care) *	7565 Mission Valley Road	San Diego	92108	619.245.2810
Scripps Clinic, Rancho Bernardo *	15004 Innovation Drive	San Diego	92128	858.487.1800
Scripps Clinic, Sorrento Valley	5405 Morehouse Drive, Suite 100	San Diego	92121	858.554.6394
Scripps Clinic, Torrey Pines *	10666 North Torrey Pines Road	San Diego	92037	858.554.9100
Scripps Coastal Medical Center, Hillcrest *	501 Washington Street, Suites 525 and 600	San Diego	92103	619.278.3300
Scripps Clinic, Santee *	278 Town Center Parkway, Suite 105	Santee	92071	619.713.7880
Scripps Coastal Medical Center, Solana Beach *	380 Stevens Avenue, Suite 100	Solana Beach	92075	858.554.9800
Scripps Coastal Medical Center, Vista *	130 Cedar Road	Vista	92083	760.806.5500

## Scripps HealthExpress walk-in clinics

Same-day, walk-in health care seven days a week. No appointment necessary. Open; Monday - Friday, 7 a.m.-9 p.m., Saturday-Sunday, 8 a.m.-5 p.m.

Name	Street address	City	Zip	Phone
Scripps HealthExpress, Carlsbad	2176 Salk Avenue	Carlsbad	92008	858.554.7439
Scripps HealthExpress, Eastlake	971 Lane Avenue	Chula Vista	91914	858.554.7439
Scripps HealthExpress, Encinitas	477 N. El Camino Real	Encinitas	92024	858.554.7439
Scripps HealthExpress, Rancho San Diego	10862 Calle Verde	La Mesa	91941	858.554.7439
Scripps HealthExpress, Oceanside	4318 Mission Avenue	Oceanside	92057	858.554.7439
Scripps HealthExpress, Carmel Valley	3811 Valley Centre Drive	San Diego	92130	858.554.7439
Scripps HealthExpress, Carmel Valley (Pediatrics)	3811 Valley Centre Drive	San Diego	92130	858.554.7439
Scripps HealthExpress, Hillcrest	501 Washington Street	San Diego	92103	858.554.7439
Scripps HealthExpress, Liberty Station	2445 Truxtun Road, Suite 200	San Diego	92106	858.554.7439
Scripps HealthExpress, Mission Valley	7565 Mission Valley Road, Suite 200	San Diego	92108	858.554.7439
Scripps HealthExpress, Rancho Bernardo	15004 Innovation Drive	San Diego	92128	858.554.7439
Scripps HealthExpress, Rancho Bernardo (Pediatrics)	15004 Innovation Drive	San Diego	92128	858.554.7439
Scripps HealthExpress, Torrey Pines	10666 North Torrey Pines Road	San Diego	92037	858.554.7439
Scripps HealthExpress, Solana Beach	380 Stevens Avenue	Solana Beach	92075	858.554.7439
Scripps HealthExpress, Cedar	130 Cedar Road	Vista	92083	858.554.7439

Clinics open to patients ages 5 and up. Pediatric specific clinics are open to patients ages 3 months to 17 years. Call Scripps HealthExpress at **858.554.7439** or go to **ScrippsHealthExpress.org** to hold your place in line.

## Urgent care centers

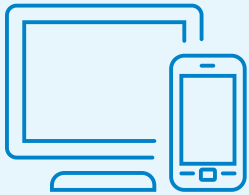
Name	Street address	City	Zip	Phone
<b>Scripps Clinic and Scripps Coastal Medical Centers</b>				
<b>Scripps Clinic, Torrey Pines</b> 📍	10666 North Torrey Pines Road	San Diego	92037	858.554.9100
<b>Scripps Clinic, Rancho Bernardo</b>	15004 Innovation Drive	San Diego	92128	858.487.1800
<b>Scripps Coastal Medical Center, Vista</b>	130 Cedar Road	Vista	92083	760.806.5500
Contact your PCP for information on additional Urgent Care locations available to you.				
<b>Scripps Physicians Medical Group and Mercy Physicians Medical Group</b>				
Contact your PCP for information on Urgent Care locations available to you.				

📍 Open 24 hours a day, seven days a week.

As a member, you have the Scripps Select HMO medical plan. This list may differ somewhat from the providers found in the directories on **Cigna.com** or **myCigna.com**. For more information call **800.244.6224**, after your effective date call the number on the back of your medical ID card.

## Additional facilities

Name	Street address	City	Zip	Phone
<b>Prebys Cardiovascular Institute</b>	9896 Genesee Avenue	La Jolla	92037	858.626.4123
<b>Scripps MD Anderson Cancer Center</b>	10670 John Jay Hopkins Drive	La Jolla	92121	858.554.4100



For more information and to access the most up-to-date network information, call **800.244.6224** or log in to **myCigna.com** to search the provider directory.

## Not a Cigna customer yet, but want to search providers in the Southern California Select Network?

- Go to **Cigna.com** and click on “Find a Doctor, Dentist or Facility” at the top of the page.
- Under “Not a Cigna Customer Yet?” select “Plans through your employer or school.”
- Under “Find Providers,” enter your search location (i.e., your town or your zip code) and then click on the “Pick” drop down box and select “Medical Plans.”  
If your home zip code/town is not available in the **HMO/Network – Southern CA Select**, enter your work location or a town within the available service areas (Los Angeles, Orange, San Diego, San Bernardino and Riverside counties).
- Select “Southern California Select (St. Joseph Hoag Health, Scripps Health, HealthCare Partners, PrimeCare)” under HMO, then select “Choose.”
- In the “Search” box, enter the details for your search (PCP, etc.).





1. Telehealth services are provided by third-party telehealth providers and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. This service is separate from your health plan's provider network. A primary care provider referral is not required for AmWell/MDLIVE services.
2. This list is not all inclusive and is for informational purposes only. This list is NOT a description of coverage or a guarantee that these or any other services provided by the health care provider or facility are covered under your employer's specific group health plan or insurance policy. Check your employer's official plan documents for information about the services covered under your plan benefits.
3. Check your employer's official plan documents for information about the costs you are responsible for under your employer's specific medical plan, including any deductible, copay and/or coinsurance or other requirements.
4. Some providers, like OB/GYNs, can be seen without a referral. Referrals are not required for emergency and most urgent care services. See your plan materials for details or call 800.244.6224.
5. Eligible out-of-network emergency and urgent care services (as defined in your plan documents) are covered at the in-network benefit level.
6. Providers are located throughout the majority of the county. Please access the provider directory on myCigna.com or call 800.244.6224.
7. 2018–2019 Best Regional Hospitals in San Diego, Calif." U.S. News & World Report. <https://health.usnews.com/best-hospitals/area/san-diego-ca>.
8. Data as of January 2019 analyzing "unique" provider IDs, subject to change and may slightly vary.

This information is for educational purposes only. You are encouraged to consider all relevant factors and to consult with your treating doctor when selecting a health care provider. During a medical emergency, go to the nearest emergency room or call 911. The providers that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. Providers are not agents of Cigna.

**Exclusions and limitations:** All health plans and health insurance policies have exclusions and limitations. Copay, coinsurance and deductible requirements may apply. This brochure outlines the highlights of your plan. For a complete list of both covered and non-covered services, including benefits which may be required by your state, see your plan documents.

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# SEPA ANTES DE IR

## Si necesita recibir algún tipo de cuidado, tiene alternativas.

Disfrute del acceso a médicos en todo el condado de San Diego con el plan **Scripps Select**. Reciba cuidado de proveedores reconocidos, en centros y hospitales premiados<sup>1</sup> y disfrute, a la vez, de los servicios de un plan de salud personalizado a través de Cigna.

Con este plan, usted elige un médico de cuidado primario (PCP, por sus siglas en inglés) de la red para que se ocupe de sus necesidades médicas de rutina y le guíe en el cuidado que reciba. Su PCP le referirá a especialistas de la red cuando sea necesario.<sup>2</sup> Sin embargo, si necesita recibir algún tipo de cuidado para una situación que no representa un riesgo para la vida, cuando el consultorio de su médico está cerrado o no está disponible, considere la posibilidad de visitar un centro de cuidado de urgencia o una clínica HealthExpress.

### Para ahorrar dinero y a veces tiempo, elija la opción que se ajuste a sus necesidades.

	EL CONSULTORIO DE SU MÉDICO DE CUIDADO PRIMARIO	SCRIPPS HEALTHEXPRESS	CENTRO DE CUIDADO DE URGENCIA <sup>3,4</sup>	SALA DE EMERGENCIAS DE UN HOSPITAL <sup>4</sup>
CUÁNDO	<b>El primer lugar adonde debe llamar si tiene un problema que no representa un riesgo para la vida</b>	<b>Para enfermedades y lesiones leves de personas de 5 años o más</b>	<b>Para necesidades médicas urgentes que no representan un riesgo para la vida</b>	<b>Para enfermedades o lesiones que representan un riesgo para la vida</b>
INFORMACIÓN GENERAL Y DISPONIBILIDAD	<ul style="list-style-type: none"> <li>Su médico de cuidado primario conocerá sus necesidades y su historia clínica, y le referirá a especialistas de la red</li> <li>Muchas veces ofrece citas para el mismo día o el día siguiente</li> <li>Es posible que algunos consultorios tengan un horario de atención extendido o que atiendan los sábados</li> </ul>	<ul style="list-style-type: none"> <li>Sin necesidad de cita previa</li> <li>Vaya el mismo día, los 7 días de la semana</li> <li>Llame al 858-554-7439 o visite <a href="http://ScrippsHealthExpress.org">ScrippsHealthExpress.org</a> para reservar su lugar en la fila de lunes a viernes, de 7 a.m. a 9 p.m.; los sábados y feriados, de 8 a.m. a 5 p.m.</li> <li>El horario de atención de las clínicas pediátricas HealthExpress (Rancho Bernardo y Carmel Valley) es de lunes a viernes, de 7 a.m. a 9 p.m.; los sábados y feriados, de 8 a.m. a 5 p.m.</li> </ul>	<ul style="list-style-type: none"> <li>Integrado por enfermeras y médicos</li> <li>Suele estar abierto por la noche y los fines de semana</li> <li>Generalmente tiene su propio edificio</li> <li>Se puede ir sin cita previa</li> </ul>	<ul style="list-style-type: none"> <li>Abierto las 24 horas del día, los 7 días de la semana, para el tratamiento inmediato de lesiones o enfermedades críticas</li> <li>No se necesita cita</li> <li>Los tiempos de espera pueden ser largos para afecciones que no representan un riesgo para la vida<sup>5</sup></li> </ul>
EJEMPLOS DE TRATAMIENTO	<ul style="list-style-type: none"> <li>Trata casi cualquier tipo de lesiones o enfermedades que no representan un riesgo para la vida</li> <li>Enfermedades y lesiones comunes</li> <li>Cuidado/chequeos preventivos</li> <li>Vacunas y exámenes de detección</li> </ul>	<ul style="list-style-type: none"> <li>Infecciones urinarias</li> <li>Dolor de garganta y faringitis</li> <li>Alergias y asma</li> <li>Síntomas gripales</li> <li>Afecciones cutáneas</li> <li>Otitis y dolor de oídos</li> <li>Sinusitis</li> <li>Picaduras de insectos</li> <li>Cortes o quemaduras leves</li> <li>Vacunas, incluidas para la gripe</li> </ul>	<ul style="list-style-type: none"> <li>Lesiones deportivas</li> <li>Cortes, esguinces, quemaduras o sarpullidos leves</li> <li>Fiebre y síntomas gripales</li> <li>Dolores de cabeza</li> <li>Dolor lumbar</li> <li>Dolor articular</li> <li>Síntomas respiratorios leves</li> <li>Infecciones urinarias</li> </ul>	Para enfermedades o lesiones traumáticas, graves y que representan un riesgo para la vida: <ul style="list-style-type: none"> <li>Dolor de pecho</li> <li>Lesiones en la cabeza</li> <li>Sangrado abundante/cortes profundos</li> <li>Dificultad para respirar</li> <li>Convulsiones</li> <li>Fracturas</li> </ul>
COSTO	<ul style="list-style-type: none"> <li>Consulte su tarjeta de identificación para conocer el beneficio para visitas al consultorio de su PCP</li> <li>Menor costo</li> </ul>	<ul style="list-style-type: none"> <li>El mismo costo que una visita al consultorio del PCP, consulte su tarjeta de identificación</li> <li>Menor costo</li> </ul>	<ul style="list-style-type: none"> <li>Según los servicios brindados, los costos suelen ser menores que los de una visita a la sala de emergencias</li> </ul>	<ul style="list-style-type: none"> <li>El costo más alto</li> </ul>

Si no tiene clara la gravedad de su lesión o enfermedad, debe llamar al 911 o ir a la sala de emergencias de un hospital. Si tiene preguntas sobre su plan, llame al 800.244.6224 o llame al número que figura en la parte de atrás de su tarjeta de identificación después de la fecha de entrada en vigor de su plan.



Como miembro del plan Scripps Select, usted tiene acceso a la red Southern California Select. Elija un médico o centro de la red para recibir la cobertura del plan.<sup>6</sup>

## Redes de médicos

Scripps Clinic

Scripps Physicians Medical Group

Scripps Coastal Medical Center

Mercy Physicians Medical Group, Inc.

## Hospitales

Nombre	Dirección	Ciudad	Código postal	Teléfono
Scripps Green Hospital	10666 N. Torrey Pines Road	La Jolla	92037	858.554.9100
Scripps Memorial Hospital, Encinitas	354 Santa Fe Drive	Encinitas	92024	760.633.6501
Scripps Memorial Hospital, La Jolla	9888 Genesee Avenue	La Jolla	92037	858.626.4123
Scripps Mercy Hospital, Chula Vista	435 H Street	Chula Vista	91910	619.691.7000
Scripps Mercy Hospital, San Diego	4077 5th Avenue	San Diego	92103	619.294.8111
Rady Children's Hospital (Pediatria)	3020 Children's Way	San Diego	92123	858.576.1700

## Clínicas y centros médicos

Algunos establecimientos tienen un horario de atención extendido, que incluye las noches y los fines de semana, y se indican con un [\*]. Comuníquese con el establecimiento para conocer los detalles.

Nombre	Dirección	Ciudad	Código postal	Teléfono
Scripps Clinic, Carmel Valley *	3811 Valley Centre Drive	San Diego	92130	858.764.3000
Scripps Clinic, Coronado (Dermatología)	1317A Ynez Place	Coronado	92118	858.554.9493
Scripps Clinic, Del Mar	12395 El Camino Real	San Diego	92130	800.727.4777
Scripps Clinic, John R. Anderson V Medical Pavilion	9898 Genesee Avenue	San Diego	92037	858.824.5000
Scripps Clinic, La Jolla (Especialistas)	9333 Genesee Avenue, Suite 170	San Diego	92121	858.882.8350
Scripps Clinic, La Jolla (Obstetricia/ginecología)	9834 Genesee Avenue	San Diego	92121	858.554.7550
Scripps Clinic, Mission Valley *	7425 Mission Valley Road	San Diego	92108	619.245.2790
Scripps Clinic, Mission Valley (Cuidado primario)	7565 Mission Valley Road	San Diego	92108	619.245.2810
Scripps Clinic, Rancho Bernardo *	15004 Innovation Drive	San Diego	92128	858.487.1800
Scripps Clinic, Rancho San Diego *	10862 Calle Verde	La Mesa	91941	619.670.5400
Scripps Clinic, Rancho San Diego *	3835 Avocado Blvd	La Mesa	91941	619.670.5400
Scripps Clinic, Santee *	278 Town Center Parkway, Suite 105	Santee	92071	619.713.7880
Scripps Clinic, Sorrento Valley	5405 Morehouse Drive, Suite 100	San Diego	92121	858.554.6394
Scripps Clinic, Torrey Pines *	10666 North Torrey Pines Road	San Diego	92037	858.554.9100
Scripps Coastal Medical Center, Carlsbad *	2176 Salk Avenue	Carlsbad	92008	760.827.7200
Scripps Coastal Medical Center, Eastlake *	971 Lane Avenue	Chula Vista	91914	619.502.7300
Scripps Coastal Medical Center, Encinitas (Cuidado primario/pediatria)*	477 N. El Camino Real	Encinitas	92024	760.479.3900
Scripps Coastal Medical Center, Encinitas (Obstetricia/ginecología)	322 Santa Fe Drive, Suite 115	Encinitas	92024	760.753.7143
Scripps Coastal Medical Center, Escondido *	488 E. Valley Parkway, Suite 411	Escondido	92025	760.806.5700
Scripps Coastal Medical Center, Hillcrest *	501 Washington Street, Suites 525 and 600	San Diego	92103	619.278.3300
Scripps Coastal Medical Center, Oceanside - Mission Avenue	4318 Mission Avenue	Oceanside	92057	760.901.5010
Scripps Coastal Medical Center, Oceanside - Vista Way (Obstetricia/ginecología)	3998 Vista Way, Suite C-202	Oceanside	92056	760.901.5000
Scripps Coastal Medical Center, Solana Beach *	380 Stevens Avenue, Suite 100	Solana Beach	92075	858.554.9800
Scripps Coastal Medical Center, Vista *	130 Cedar Road	Vista	92083	760.806.5500

## Clínicas de atención sin turno Scripps HealthExpress

Atención médica sin cita previa, el mismo día, los siete días de la semana. No necesita hacer cita previa. Abierto de lunes a viernes, de 7 a.m. a 9 p.m.; sábados y domingos, de 9 a.m. a 5 p.m.

Nombre	Dirección	Ciudad	Código postal	Teléfono
Scripps HealthExpress, Carlsbad	2176 Salk Avenue	Carlsbad	92008	858.554.7439
Scripps HealthExpress, Carmel Valley	3811 Valley Centre Drive	San Diego	92130	858.554.7439
Scripps HealthExpress, Carmel Valley (Pediatria)	3811 Valley Centre Drive	San Diego	92130	858.554.7439
Scripps HealthExpress, Cedar +	130 Cedar Road	Vista	92083	858.554.7439
Scripps HealthExpress, Eastlake	971 Lane Avenue	Chula Vista	91914	858.554.7439
Scripps HealthExpress, Encinitas +	477 N. El Camino Real	Encinitas	92024	858.554.7439
Scripps HealthExpress, Hillcrest	501 Washington Street	San Diego	92103	858.554.7439
Scripps HealthExpress, Mission Valley	7565 Mission Valley Road, Suite 200	San Diego	92108	858.554.7439
Scripps HealthExpress, Oceanside	4318 Mission Avenue	Oceanside	92057	858.554.7439
Scripps HealthExpress, Rancho Bernardo	15004 Innovation Drive	San Diego	92128	858.554.7439
Scripps HealthExpress, Rancho Bernardo (Pediatria)	15004 Innovation Drive	San Diego	92128	858.554.7439
Scripps HealthExpress, Rancho San Diego +	10862 Calle Verde	La Mesa	91941	858.554.7439
Scripps HealthExpress, Solana Beach	380 Stevens Avenue	Solana Beach	92075	858.554.7439
Scripps HealthExpress, Torrey Pines	10666 North Torrey Pines Road	San Diego	92037	858.554.7439

+ La inauguración de la clínica será a fines de septiembre de 2018.

Las clínicas atienden a pacientes de 5 años o más. Las clínicas pediátricas atienden a pacientes desde los 3 meses hasta los 17 años. Llame a Scripps HealthExpress al **858.554.7439** o visite **ScrippsHealthExpress.org** para reservar su lugar en la fila.

## Centros de cuidado de urgencia

Nombre	Dirección	Ciudad	Código postal	Teléfono
<b>Scripps Clinic y Scripps Coastal Medical Centers</b>				
Scripps Clinic, Rancho Bernardo	15004 Innovation Drive	San Diego	92128	858.487.1800
Scripps Clinic, Torrey Pines ⚡	10666 North Torrey Pines Road	San Diego	92037	858.554.9100
Scripps Coastal Medical Center, Vista	130 Cedar Road	Vista	92083	760.806.5500

Comuníquese con su PCP para obtener información sobre otros centros de cuidado de urgencia a los que pueda ir.

### Scripps Physicians Medical Group y Mercy Physicians Medical Group

Comuníquese con su PCP para obtener información sobre los centros de cuidado de urgencia a los que puede ir.

⚡ Abierto las 24 horas del día, los 7 días de la semana.

Como miembro, usted tiene el plan médico Scripps Select HMO. Esta lista puede tener algunas diferencias con respecto a los proveedores incluidos en los directorios de proveedores de **Cigna.com** o **myCigna.com**. Para obtener más información, llame al **800.244.6224**, después de la fecha de entrada en vigor llame al número que figura en la parte de atrás de su tarjeta de identificación.

## Centros adicionales

Nombre	Dirección	Ciudad	Código postal	Teléfono
Prebys Cardiovascular Institute	9896 Genesee Avenue	La Jolla	92037	858.626.4123
Scripps MD Anderson Cancer Center	10670 John Jay Hopkins Drive	La Jolla	92121	858.554.4100

Para obtener más información y para acceder a la información más actualizada, visite **Cigna.com** y haga clic en **Find a Doctor, Dentist or Facility** (Buscar un médico, un dentista o un centro). Una vez que sea miembro, visite **myCigna.com**. También puede llamar a Servicios a los Miembros en cualquier momento al **800.244.6224**.



1. 2018-2019 Best Regional Hospitals "Best Hospitals in San Diego, Calif." *U.S. News & World Report*. <https://health.usnews.com/best-hospitals/area/san-diego-ca>.
2. Puede consultar a algunos proveedores, como obstetras/ginecólogos, sin una referencia. No se requieren referencias para los servicios de emergencia y la mayoría de los servicios de cuidado de urgencia. Para conocer detalles, consulte los materiales de su plan o llame al 800.244.6224.
3. También dispone de salas de emergencias independientes para emergencias que no representan un riesgo para la vida. Como estas salas de emergencias no están dentro de ningún hospital, es posible que parezcan centros de cuidado de urgencia. Si bien son convenientes, estos centros tienden a facturar la misma tarifa que las salas de emergencias de los hospitales. Los servicios de emergencia definidos en los documentos del plan tienen cobertura al nivel de beneficios dentro de la red.
4. Los servicios de atención de emergencia y cuidado de urgencia fuera de la red que cumplan con los requisitos (según se define en los documentos de su plan).
5. "America's Emergency Care Environment, A State-by-State Report Card – 2014", American College of Emergency Physicians (ACEP).
6. Los proveedores fuera de la red no tienen cobertura del plan, salvo en caso de una emergencia o para servicios de cuidado de urgencia, según se define en los documentos de su plan.

Esta información tiene fines educativos únicamente. Se recomienda que tenga en cuenta todos los factores relevantes y que consulte al médico a cargo de su tratamiento en el momento de elegir un proveedor de cuidado de la salud. Durante una emergencia médica, vaya al hospital más cercano o llame al 911. Los proveedores que participan en la red de Cigna son contratistas independientes exclusivamente responsables del tratamiento que brindan a sus pacientes. No son agentes de Cigna.

**Exclusiones y limitaciones:** Todos los planes de salud y las pólizas de seguros de salud tienen exclusiones y limitaciones. Se aplican requisitos de copago, coseguro y deducible. Este folleto describe los aspectos destacados de su plan. Para ver una lista completa de los servicios cubiertos y no cubiertos, consulte los documentos de su plan.

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