

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 myCigna.com , click on "Find Care and Costs" and select "Cigna Telehealth Connection" ¹	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 Scripps.org/NowOpen 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 conditions²	<ul style="list-style-type: none"> › Colds and flu › Rashes › Sore throats › Headaches › Stomachaches › Fever › Allergies › Acne › Urinary tract infections and more 	<ul style="list-style-type: none"> › General health issues › Preventive care › Routine check-ups › Immunizations and screenings 	<ul style="list-style-type: none"> › Urinary tract infections › Sore throat and strep throat › Allergies and asthma › Flu-like symptoms › Skin-conditions › Ear infection and earache › Sinus infections › Bug bites and stings › Minor cuts, burns › Vaccines, including flu 	<ul style="list-style-type: none"> › Fever and flu symptoms › Minor cuts, sprains, burns, rashes › Headaches › Lower back pain › Joint pain › Minor respiratory symptoms › Urinary tract infections 	<ul style="list-style-type: none"> › Sudden numbness, weakness › Uncontrolled bleeding › Seizure or loss of consciousness › Shortness of breath › Chest pain › Head injury/major trauma › Blurry or loss of vision › Severe cuts or burns › Overdose
Your cost and time³	<ul style="list-style-type: none"> › Costs the same or less than a visit with your primary care provider › Appointments typically in an hour or less › No need to leave home or work 	<ul style="list-style-type: none"> › May charge copay/coinsurance and/or deductible › Usually need appointment › Short wait times 	<ul style="list-style-type: none"> › Same or lower than doctor's office 	<ul style="list-style-type: none"> › Costs lower than ER › No appointment needed › Wait times vary 	<ul style="list-style-type: none"> › Highest cost › No appointment needed › Wait times may be long

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.⁴

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.⁵

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.⁶ 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 groups⁷ - you'll enjoy access to hundreds of providers⁸ 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
Scripps Clinic and Scripps Coastal Medical Centers				
Scripps Clinic, Torrey Pines 📍	10666 North Torrey Pines Road	San Diego	92037	858.554.9100
Scripps Clinic, Rancho Bernardo	15004 Innovation Drive	San Diego	92128	858.487.1800
Scripps Coastal Medical Center, Vista	130 Cedar Road	Vista	92083	760.806.5500
Contact your PCP for information on additional Urgent Care locations available to you.				
Scripps Physicians Medical Group and Mercy Physicians Medical Group				
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
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



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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