



A HEALTHIER RELATIONSHIP STARTS HERE

The Southern California Full HMO and Network Plan

The Southern California Full HMO and Network plan is a local network solution designed to help make health care more affordable, predictable and simple for the clients and customers we serve. By choosing the Southern California Full plan, you'll have access to hundreds of providers¹ at dozens of locations throughout Imperial, Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Luis Obispo, Santa Barbara and Ventura Counties.

With Cigna, you'll enjoy 24/7/365 customer support, quality service, and access to a variety of programs and resources to help you stay well in both body and mind.

How the plan works

Each member on the plan will be required to choose a primary care physician (PCP) from one of the physician group systems in the Southern California Full Network² – whether it's the one closest to home or work.

- ▶ PCP selection determines the physician group system with which each member is aligned. Each covered plan member can select a different PCP from any of the physician group systems.
- ▶ The PCP coordinates care, including referrals to other providers or specialists.³
- ▶ PCP selection can be changed anytime after the plan start date.

The Southern California Full HMO and Network plan offers service, support and savings designed to help members and families live their healthiest lives.

- ▶ **24/7/365 customer service** offers Spanish-speaking representatives, translation services in more than 200 languages, and document translation in preferred language, alternative font, Braille, or audio.
- ▶ **24/7/365 Health Information Line** provides access to a clinician for support with choosing care, reviewing home treatment, and finding the nearest convenience care or urgent care centers.
- ▶ **myCigna.com[®] and the myCigna[®] App⁴** are available after the plan start date with 24/7/365 access to a variety of tools, programs and resources.
- ▶ **Medical virtual care** lets you speak with a U.S.-based board-certified physician via phone or video chat, whenever and wherever needed, for the same out-of-pocket cost as a PCP visit.⁵



- › **Transitional medical clinics** offer specialized support for chronic health conditions. They focus on a limited number of patients and provide an extra layer of support to address concerns.
- › **Cigna Healthy Pregnancies, Healthy Babies**[®] program offers personalized phone support from dedicated nurses as well as online educational materials for everything from infertility and planning through postdelivery.
- › **Chronic condition management** provides help with conditions such as asthma, lower back pain, depression, coronary artery disease and more. A Cigna health coach works with you to create a plan to help you maintain your health and manage your condition so you can achieve your personal goals.
- › **Lifestyle management programs** give access to coaches who can help you lose weight, quit tobacco or reduce stress.
- › **Cigna Healthy Rewards**[®] offers discounts on programs and services that help you live and stay well, such as weight management and nutrition, vision and hearing care, alternative medicine, healthy lifestyle products, and more.⁶
- › **Behavioral health network** (or Employee Assistance Program [EAP] Network,⁷ if offered by employer) provides access to behavioral health care and support with no referral required.
- › **Behavioral health virtual care** facilitates private conversations with a licensed counselor or psychiatrist via video or phone, wherever and whenever is most convenient.⁸
- › **Guesting** may be available when a dependent is living outside the service area for at least 60 days but not longer than two years. Call Cigna at **800.244.6224** to learn more.
- › **Emergency care** received at an out-of-network facility is covered at the in-network level.



For more information, call **800.244.6224** anytime or visit **Cigna.com** before enrollment. If your plan has already started, you can visit **myCigna.com** or use the **myCigna App**.



1. Includes PCPs, pediatricians, specialists and allied practitioners. Subject to change.

2. Not all providers may be in the Southern California Full Network. Please access the Cigna provider directory on Cigna.com or call 800.244.6224 to confirm which providers are in-network.

3. 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.

4. App/online store terms and mobile phone carrier/data charges apply.

5. Cigna provides access to virtual care through national telehealth providers as part of your plan. Providers are solely responsible for any treatment provided to their patients. Video chat may not be available in all areas or with all providers. This service is separate from your health plan's network and may not be available in all areas or under all plan types. A PCP referral is not required for this service.

6. **Healthy Rewards programs are NOT insurance.** Rather, these programs give a discount on the cost of certain goods and services. The customer must pay the entire discounted cost. Some Healthy Rewards programs are not available in all states, and programs may be discontinued at any time. Participating providers are solely responsible for their goods and services.

7. Employee Assistance Program services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Program availability may vary by plan type and location, and programs are not available where prohibited by law.

8. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. A PCP referral is not required. Virtual care services may not be available under all plan types. See your plan materials for the details of your specific health plan.

The providers and facilities that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. They are not agents of Cigna. 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 representative.

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