



# SOUTHERN CALIFORNIA SELECT NETWORK

The hospitals, doctors and convenience you and your family want in San Diego County.

## Looking for quality health care in Southern California? It's all right here.

Introducing the **Southern California Select Network**. Discover award-winning, quality care from well-recognized health care facilities in San Diego County.

By choosing the **Southern California Select Network**, you'll have access to quality doctors and hospitals, help in reaching health goals and the convenience of having everyone who is taking care of you working together.

## Award-winning health systems.

The Southern California Select Network includes several major health systems, including **Scripps Health (Scripps)**, which has been recognized for its results.

Scripps has earned some of the highest honors for medical care, including:

- Ranked among the nation's best hospitals by *U.S. News & World Report*<sup>1</sup>
- Named one of the nation's top 5 large health systems by *Truven Health Analytics*<sup>2</sup>
- Scripps La Jolla included in '100 Great Hospitals in America' in *Becker's Hospital Review*<sup>3</sup>

1. U.S. News & World Report's 2014-2015 Best Hospitals rankings named the combined programs of Scripps Memorial Hospital La Jolla and Scripps Green Hospital among the best in the nation for eight specialties including cardiology and heart surgery, diabetes and endocrinology, gastroenterology and GI surgery, orthopedics, gynecology, otolaryngology, pulmonology and geriatrics.

2. Truven Health Analytics, 2014.

3. Becker's Hospital Review, 2014.



5 HOSPITALS



25 OUTPATIENT LOCATIONS



3 URGENT CARE CENTERS



200+ PRIMARY CARE DOCTORS



1,000+ SPECIALISTS

Counts as of March 2015, subject to change.

Together, all the way.™



Offered by: Cigna HealthCare of California, Inc.

# SOUTHERN CALIFORNIA SELECT NETWORK

Enjoy an expanded specialty network all across San Diego County.



# ONE NETWORK, MANY ADVANTAGES

Access to convenient, cost-effective and quality care is right here.

**Discover an integrated health network that's designed to do one thing: work better for you and your family.**

## Convenient

With Scripps Health, you have access to a comprehensive network of more than 1,200 physicians in over 100 medical and surgical specialties.

- › Choose from more than **200 primary care physicians** (PCP) throughout greater San Diego County. You may choose one close to home or work, it's up to you.
- › You can choose from more than **1,000 specialists** and **25 outpatient locations**
- › You have access to these **five hospitals**: Scripps Green Hospital (La Jolla), Scripps Memorial Hospital (Chula Vista), Scripps Memorial Hospital (Encinitas), Scripps Memorial Hospital (La Jolla) and Scripps Mercy Hospital (San Diego)
- › When it's urgent, you have access to **three urgent care centers** and **four emergency departments**, available nights, weekends and holidays – so you can get care when, and wherever you need it.

## Affordable

- › The **Southern California Select Network** is a cost-effective option. Because the care is coordinated, you get access to a team of doctors who provide discounts on covered services.

## Peace of Mind

- › You have access to advanced specialized services in diabetes care, heart care and cancer treatment, maternity and child services, and more.
- › The physicians and staff are working together to improve your health care through every stage of life.

## Connected

- › You'll have access to a network that's dedicated to providing personalized care for you and your family. Scripps Health also provides programs, services, events and information to help you take proactive steps to boost your health and stay well.

## Cigna Service, Support and Savings

- › **24/7/365.**  
Whenever you need us, customer service representatives are available to take your call. You can also call the Cigna 24-Hour Health Information Line to speak with a specialist trained as a nurse anytime, day or night.
- › **myCigna.com.**  
Your personalized website where you can review your plan coverage, manage and track claims, and access wellness tools and resources.
- › **In-network savings.**  
To be covered by the plan, you must choose a primary care doctor who is part of the Southern California Select Network in San Diego county. If you choose to see a doctor outside of Scripps Health, your care will not be covered (except in the case of an emergency).
- › **Discounts.**  
Enjoy Healthy Rewards<sup>®\*</sup> discounts on a variety of health and wellness-related products and services.

\*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.**

## Frequently asked questions

### Q: What is the Southern California Select Network?

**A:** The Southern California Select Network is a new network in the San Diego County area that includes Scripps Health hospitals and physicians: Scripps Green Hospital (La Jolla), Scripps Memorial Hospital (Chula Vista), Scripps Memorial Hospital (Encinitas), Scripps Memorial Hospital (La Jolla) and Scripps Mercy Hospital (San Diego). This network offers you quality health care with integrated delivery systems that are dedicated to improving your overall outcome and experience while reducing cost.

### Q: Who can enroll in the Southern California Select Network?

**A:** The Select Network is available only to Southern California residents within a specific location based on zip code. Contact your HR department or Cigna at **800.244.6224** M-F, 8am - 5pm PST to see if you qualify.

### Q: How do I find out if my doctor is in the Southern California Select Network?

**A:** Go to **Cigna.com**. Click "Find a doctor" at the top or middle areas of the page.

1. Click on the orange section that says "If your insurance plan is offered through work or school" to find a doctor using this directory.
2. Enter your search location (i.e., La Jolla, CA or your zip code) and then click on the "Pick" drop down box to select a plan.
3. Choose "HMO/Network Southern CA Select."
4. In the "Looking for" box, enter the details for your search (PCP, etc.).

Click "Search." All of the doctors/facilities in your search area will appear.

### Q: Can my doctor refer me to any specialist in the Network?

**A:** Work with your primary doctor to find a specialist within the Scripps Health System Network to maximize your savings.

### Q: What if I move outside of the Network area?

**A:** Contact your HR Department before your address change to discuss your plan options.

### Q: Can I enroll in the Southern California Select Network plan but enroll my family elsewhere?

**A:** If you choose the Southern California Select Network for your family, the spouse/child(ren) you cover under your plan will also be enrolled in this plan.

### Q: What if my dependent child moves out of the area?

**A:** Dependents living outside the Southern California Select Network area may be eligible for "Guesting" in the area where they live. Call Cigna at **800.244.6224** at least one month before the move to find out if this is an option.

### Q: What if I'm receiving treatment for an ongoing condition from a doctor who is not part of the Southern California Select Network?

**A:** Your employer can contact Cigna to get a Transition of Care/Continuity of Care request form. You need to complete and submit it within 60 days of your effective date in the plan. If you meet the requirements, Cigna will contact the health care professional. If the health care professional agrees to Cigna's terms and conditions, you will receive the in-network level of benefits for treatment. TOC/COC approval is for a limited time period. For more details, call **800.244.6224**.

### Q: What Urgent Care Centers are available to me in the Southern California Select Network?

**A:** Scripps offers patients 3 urgent care centers throughout San Diego County.

### Q: What if I have an emergency situation?

**A:** Go to the nearest emergency room. Emergency care will be covered at the same coverage level whether the hospital is in the Southern California Select Network or not.

### Q: Where can I fill my prescriptions?

**A:** At any Cigna-contracted pharmacy nationwide or through Cigna Home Delivery Pharmacy<sup>SM</sup>.

### Q: What if I need to see a mental health professional?

**A:** Behavioral Health professionals can be found on myCigna.com, by calling Cigna at **800.244.6224** or at the phone number for Cigna Behavioral Health that's on the back of your Cigna ID card.

### Q: When can I change my primary doctor or medical group?

**A:** Call Cigna at **800.244.6224** before the 15th of the month and choose a new primary care doctor within the Scripps Health System. The changes will be effective on the first day of the next month. A new ID card with the new information will be generated and sent to you.

### Q: What if I have questions about a bill I received in the mail?

**A:** Call Cigna at **800.244.6224**.



The health care professionals and facilities that participate in the Cigna network are independent practitioners solely responsible for the treatment provided to their patients. They are not agents of Cigna.

**Exclusions and limitations:** All health plans and health insurance policies have exclusions and limitations. Copayment, coinsurance, and deductible requirements apply. This brochure outlines the highlights of your plan. A complete list of both covered and not covered services, including benefits which may be required by your state, are set forth in the applicable insurance certificate, group service agreement or summary plan description.

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