

## TIPS FOR FINDING PHYSICIAN IN YOUR CIGNA HEALTHCARE NETWORKS

CIGNA HealthCare offers several types of healthcare benefit plans and provider networks. The CIGNA HealthCare Provider Network available to you depends upon the type of coverage for which you enrolled. There are several ways in which you can look for physicians in your network.

- **The Provider Directory** - This is a hard copy booklet. While the networks don't change frequently, please keep in mind that the information may change after the booklet's print date.
- **The Web Site** – The CIGNA HealthCare web site, [www.cigna.com](http://www.cigna.com), is updated every three weeks.
- **Calling Member Services** – When you call CIGNA HealthCare Member Services at the number on your member ID card, the Customer Service Associate can query the central provider file to provide current information about physicians.

The following is some information that may help you identify physicians available for the benefit plans offered by your employer, **CYPRESS FAIRBANKS I.S.D.**

**OPEN ACCESS PLUS (OAP) PLAN:** If you enroll with this benefit plan, you have both in-network and out-of-network benefits. The OAP Network is the name of the provider network you will use.

- **Provider Directory Name:** Open Access Plus, catalogue number 590430  
Physicians are grouped by Specialty. If you are looking for a specific physician's name, use the alphabetical index in the back of the book. If you find the physician, turn to the page number listed.
- **Web Site:** [www.cigna.com](http://www.cigna.com)  
Select Provider Directory  
Select Physician and enter other data  
Select Open Access Plus ONLY  
Select Type of physician for which you are searching
- **Member Services:** When you call and input your Member ID number, the Customer Service Associate pulls up your personal record that tells him/her what network is available to you and will assist you in locating a provider.

**NETWORK PLAN (HMO-type Plan):** If you enroll with the NETWORK benefit plan, you have in-network benefits only. "NETWORK" is the name of the network you will use. You select a Primary Care Physician (PCP), who will provide referrals to specialists when necessary. Well-woman care can be obtained from a network Obstetrician-Gynecologist without a referral. (Note: If your PCP is part of the Kelsey-Seybold Group, you must use Kelsey-Seybold specialists for all your care, including self-referred well-woman care).

- **Provider Directory Name:** Flex/Network/POS, catalogue number 560798  
If you are looking for a specific physician's name, use the alphabetical index in the back of the book. If you find the physician, turn to the page number listed.
- **Web Site:** [www.cigna.com](http://www.cigna.com)  
Select Provider Directory  
Select Physician and enter other data  
Select Network Plans  
Select Healthplan TX – Houston (Network, Network POS, Open Access, Flex)  
After selecting zip codes and/or specialties, you will see the list of physicians meeting those criteria.
- **Member Services:** When you call and input your Member ID number, the Customer Service Associate pulls up your personal record that tells him/her what network is available to you and will assist you in locating a provider.