





# Finding a Doctor

Is your doctor or hospital in your plan's Cigna network? Cigna's online directory makes it easy to find who (or what) you're looking for.

## Search Your Plan's Network In Four Simple Steps

| Step 1  | Step 2   | Step 3  |
|---|--|---|
|  <p>Go to <a href="https://www.cigna.com">Cigna.com</a>, and click on "Find a Doctor" at the top of the screen. Then, under "How are you Covered?" select "Employer or School."</p> <p>(If you're already a Cigna customer, log in to <a href="https://www.mycigna.com">myCigna.com</a> or the myCigna® app to search your current plan's network. To search other networks, use the <a href="https://www.cigna.com">Cigna.com</a> directory.)</p> |  <p>Change the geographic location to the city/state or zip code you want to search. Select the search type and enter a name, specialty or other search term. Click on one of our suggestions or the magnifying glass icon to see your results.</p> |  <p>Answer any clarifying questions, and then verify where you live (as that will determine the networks available).</p> |

### Step 4



Select one of the plans offered by your employer during open enrollment.

| Medical Plan Name      | Network Name                              |
|------------------------|---|
| Local+ IN 7500         | Local Plus                                |
| Open Access+ IN 7500   | Open Access Plus, Open Access Plus Tiered |
| Local+ IN 3000*        | Local Plus                                |
| Open Access+ IN 3000*  | Open Access Plus, Open Access Plus Tiered |
| Open Access+ 5000 HDHP | Open Access Plus, Open Access Plus Tiered |
| Open Access+ 4000      | Open Access Plus, Open Access Plus Tiered |
| Open Access+ 1000      | Open Access Plus, Open Access Plus Tiered |

| Dental Plan Name | Network Name  |
|------------------|---|
| Dental PPO       | Cigna DPPO Advantage                                      |
| Dental HMO       | Cigna Dental Care Access (formerly Cigna Dental Care HMO) |

**\* NOTE!** If you enroll in one of the HMO style plans (Local+ IN 3000 or Open Access+ IN 3000) you must select a Primary Care Physician ("PCP") to coordinate your care. See next page for instructions.

**That's it!** You can also refine your search results by distance, years in practice, specialty, languages spoken and more.



### QUESTIONS?

Not yet enrolled in Cigna: 800-564-7624

Enrolled in Cigna: 800-244-6224

Be sure to reference "EP Cares" if asked for your employer.

# Primary Care Provider (PCP)

## How to select or change your Primary Care Provider (PCP)

If you selected an HMO Style plan (Local+ IN 3000 or Open Access+ IN 3000) you must select a Primary Care Physician ("PCP") to coordinate your care.

### Here's how to select or change your PCP:

1. Begin by calling **1-800-Cigna24 (244-6224)**
2. Listen to the prompts and select the number that says you are a customer.
3. You will be prompted to enter your Cigna ID or SSN along with your date of birth.
4. You can then tell the automated system that you wish to speak to a Personal Guide. The system will ask you to confirm if you are calling regarding medical, dental or mental health benefits.
5. Once you reach a representative, you can ask for assistance in selecting a Primary Care Provider.
6. At this time if you have a PCP in mind, your representative can help you make that election (and confirm they are in-network). If you do not have a provider in mind, they will help you find one.

### You can also update your PCP through myCigna.com:

1. Register/ login to [myCigna.com](https://mycigna.com)
2. Find your name in the top right corner
3. Click "My Health Team" from the drop-down menu
4. Confirm the provider listed is correct
5. If you would like to change or add a provider to your health team, scroll down the page and select "Search for in-network providers & facilities"
6. Under "Doctor by type" select "Primary Care Physician" or "Doctor by name"
7. Select "See a local provider"
8. Click on your preferred provider and within profile click the "Select PCP" button

Updates made  
through  
myCigna.com  
or the mobile app:

**If made before the 15th, the system will reflect the new PCP on the 1st of the month.  
If a change is made after the 15th, the system will update on the 1st of the following month.**

**Please note that calling in is the fastest way to make a change and select your preferred PCP.**