**Cigna Payer Solutions** 

# **PROVIDER SEARCH**

**Together, all the way.**°



## **Provider Search Options**

## myCigna.com

• Best and most accurate option.

## Cigna.com

- Accommodates needs of broader enterprise-wide customer constituency.
- Requires additional inputs for network selection.



# **Provider Search Options – myCigna.com**



Some elements of your coverage are not available through myCigna.com. For full details of your plan and coverage, please call your plan administrator at the number on your ID card.



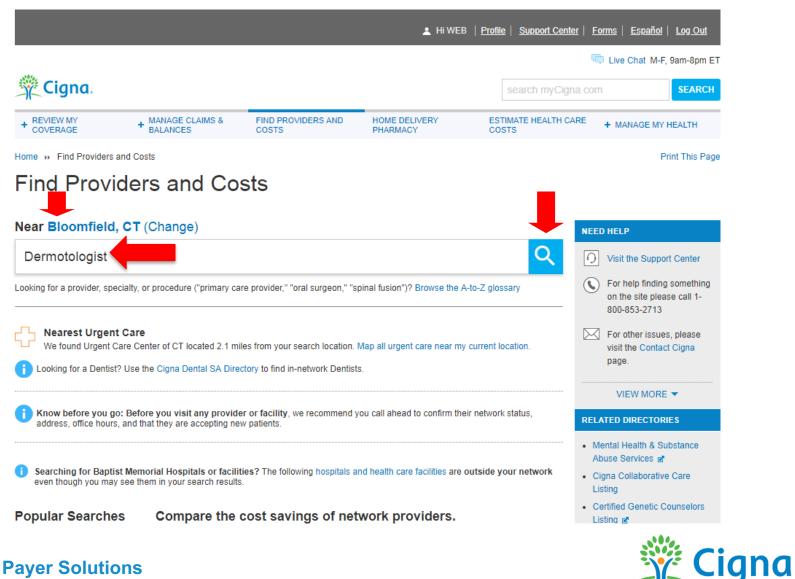


## **Cigna Payer Solutions**

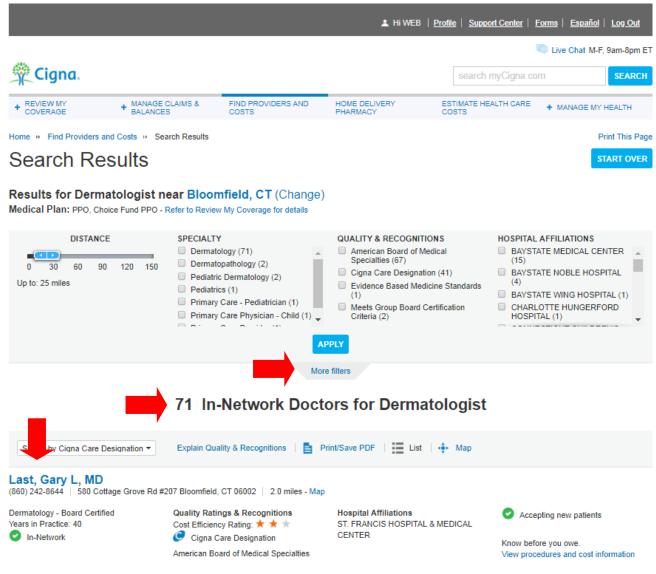
Cigna

## Enter search criteria

Typing an entry in the "Looking For" field will provide a drop-down list of search suggestions.



## **Search results**





## **Refine search criteria**

| Cigna.                                       |   | search   | myCigna.com si  | EAF    |
|--|---|--|---|--------|
| REVIEW MY<br>COVERAGE + MANAGE C<br>BALANCES |   | HOME DELIVERY ESTIMATE HI<br>PHARMACY COSTS  | EALTH CARE + MANAGE MY HEAL   | .тн    |
| me » Find Providers and Costs » Sea          | rch Results   |  | Print T   | his    |
| earch Results                                |   |  | START   |        |
| DISTANCE                                     | SPECIALTY Dermatology (71)                            | QUALITY & RECOGNITIONS   | HOSPITAL AFFILIATIONS   | ۲<br>۲ |
| 0 30 60 90 120 150                           | Dermatology (71)                                      |  |   | २      |
| Jp to: 25 miles                              | Pediatric Dermatology (2)                             | <ul> <li>Cigna Care Designation (41)</li> <li>Evidence Based Medicine Standards</li> </ul> | BAYSTATE NOBLE HOSPITAL<br>(4)  |        |
|  | Pediatrics (1)     Primary Care - Pediatrician (1)    | (1)  | BAYSTATE WING HOSPITAL (  | 1)     |
|  | Primary Care Physician - Child (1)                    | Meets Group Board Certification<br>Criteria (2)  | CHARLOTTE HUNGERFORD<br>HOSPITAL (1)  |        |
| ADVANCED DERMATOLOGY                         | ACCEPTING NEW PATIENTS<br>Accepting new patients (66) | YEARS IN PRACTICE  | ADDITIONAL LANGUAGES SPO<br>(By Provider or Qualified Medical<br>Interpreter (QMI)) | KE     |
| ADVANCED RADIOLOGY PA (1)                    |   | 5-10 (2) > 10 (61)   | Chinese (2)   |        |
| ALI BANKI DO PC (1)                          |   | a > 10 (01)  | French (4)  |        |
| B H CLINIC CARDIOLOGY PC<br>(1)              |   |  | <ul> <li>Hindi (2)</li> <li>Portuguese (1)</li> </ul>                               |        |
| BAYSTATE HIGH STREET                         |   |  | Punjabi (1)   |        |
|  |   |  | Russian (2)   |        |
| GENDER                                       | COST EFFICIENCY RATING                                |  |   |        |
|  | * * * * (35)  |  |   |        |
| Male (38)<br>Female (32)                     | □ ★ ★ ★ (31)  |  |   |        |



# High tech radiology

|  |  |                                  |                               |                              | Live Chat M-F, 9am-8pn  |
|--|--|----------------------------------|-------------------------------|------------------------------|---|
| 🎢 Cigna.   |  |                                  |                               | search myCigna               | .com SEAR   |
| + REVIEW MY<br>COVERAGE  | + MANAGE CLAIMS &<br>BALANCES  | FIND PROVIDERS AND COSTS         | HOME DELIVERY<br>PHARMACY     | ESTIMATE HEALTH CAR<br>COSTS | E + MANAGE MY HEALTH  |
| ome 🗰 Find Provider:   | and Costs  |                                  |                               |                              | Print This F  |
| ind Prov   | iders and Co   | sts                              |                               |                              |   |
|  |  |                                  |                               |                              |   |
| ear Bloomfield   | <b>i, CT</b> (Change)  |                                  |                               |                              | NEED HELP   |
|  |  |                                  |                               | Q                            | O Visit the Support Center  |
| ooking for a provider, sp  | ecialty, or procedure ("primary ca   | re provider," "oral surgeon," "s | pinal fusion")? Browse the A- | to-Z glossary                | For help finding somethin<br>on the site please call 1-<br>800-853-2713 |
| We found Urgent  | nt Care<br>Care Center of CT located 2.1 m<br>st? Use the Cigna Dental SA Dire |                                  |                               | current location.            | For other issues, please visit the Contact Cigna page.                  |
| 🚹 Looking for a Denti  |  |                                  |                               |                              |   |
| Looking for a Denti  |  |                                  |                               |                              | VIEW MORE 🔻   |
| Know before you  | go: Before you visit any provide<br>rs, and that they are accepting ne         |                                  | ou call ahead to confirm thei | r network status,            | RELATED DIRECTORIES   |
| <ul> <li>Know before you address, office hou</li> <li>Searching for Bap</li> </ul> |  | w patients.                      |                               | · · · ·                      |   |

## **Cigna Payer Solutions**

## **Radiology search results – eviCore providers are integrated**

| Cigna.  |   |  |   | search myCigna  | .com SEA   |
|---|---|--|---|---|--|
| COVERAGE  | + MANAGE CLAII<br>BALANCES                                | MS & FIND PROVIDERS AND<br>COSTS   | HOME DELIVERY<br>PHARMACY   | ESTIMATE HEALTH CAR<br>COSTS                                    | E + MANAGE MY HEALTI                             |
| ome » Find Providers a  | and Costs » Search  | Results  |   |   | Print Thi  |
| Search Re   | sults   |  |   |   | START O  |
| esults for MRI r  |   | d, CT (Change)<br>r to Review My Coverage for details                              |   |   |  |
| edical Plan: PPO, Ch  |   |  |   |   |  |
| edical Plan: PPO, Ch<br>DISTANC   | E   |  |   |   |  |
|   |   |  |   |   |  |
|   |   |  |   |   |  |
| DISTANC   |   |  |   |   |  |
| DISTANC   |   |  | APPLY   |   |  |
| DISTANC   |   | 30 In-Netv   | APPLY<br>vork Facilities  | 3   |  |
| DISTANC<br>0 5 10 25<br>Up to: 25 miles   | 75 150 250  | 30 In-Netv<br>r these types of doctors. Cost                                       | vork Facilities   |   | t facility vs. hospital).                        |
| DISTANC<br>0 5 10 25<br>Up to: 25 miles   | 75 150 250<br>rocedure costs for                          |  | vork Facilities   | y by location (outpatien)<br>ound (Limited)<br>5221             | t facility vs. hospital).<br>View all procedures |
| DISTANC<br>0 5 10 25<br>Up to: 25 miles<br>Be aware of pr<br>Abdomen X<br>\$33-58 | 75 150 250<br>rocedure costs for                          | r these types of doctors. Cost<br>Abdominal Ultrasound (Complete)<br>\$149 - \$279 | vork Facilities<br>ts can vary significant<br>Abdominal Ultras<br>S115 - 3                  | y by location (outpatien)<br>ound (Limited)<br>5221             |  |
| DISTANC<br>0 5 10 25<br>Up to: 25 miles<br>Be aware of pr<br>Abdomen X<br>\$33-58 | 75 150 250<br>rocedure costs for<br>(-ray<br>1<br>ar cost | r these types of doctors. Cost<br>Abdominal Ultrasound (Complete)<br>\$149 - \$279 | vork Facilities<br>ts can vary significanti<br>Abdominal Ultras<br>\$115 - 3<br>Calculate y | y by location (outpatien<br>ound (Limited)<br>\$221<br>our cost |  |



# **Cigna Care Designation – reviewed specialties**



## **Specialists (18)**

- Allergy/Immunology
- Cardiology
- Cardiothoracic surgery
- Dermatology
- Ear, nose and throat
- Endocrinology
- Gastroenterology
- General surgery
- Hematology/oncology

- Nephrology
- Neurology
- Neurosurgery
- OB/GYN
- Ophthalmology
- · Orthopedics and surgery
- Pulmonology
- Rheumatology
- Urology

## Primary care physicians

- · Family practice
- Internal medicine
- Pediatrics

- 11% lower cost per episode of care and 14% lower hospital readmissions for Cigna Care designated specialists than non-designated specialists1\*
- All members have access to CCD physicians, noted in the directory with

\*Cigna analysis of Cigna Managed Care and PPO claims processed between January 2016 – December 2016 for the 21 specialties reviewed, February 2018. Savings are not guaranteed and individual client results will vary.

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# **Cigna Care Designation**

|  |   | 🛓 Hi WEB   | <u>Profile</u>   <u>Support Center</u>  | r   <u>Forms</u>   <u>Español</u>   <u>L</u>  |           |
|--|---|--|---|---|-----------|
| Cigna.   |   |  | search myCigna  |   | SEARCH    |
| + REVIEW MY + MANAGE<br>COVERAGE + BALANC                | E CLAIMS & FIND PROVIDERS AND<br>ES COSTS   | HOME DELIVERY<br>PHARMACY  | ESTIMATE HEALTH CAP<br>COSTS  | RE + MANAGE MY HEA                            | ALTH      |
| ome » Find Providers and Costs » So                      | earch Results   |  |   | Print   | This Page |
| Search Results   |   |  |   | STAR  | RT OVER   |
| -  | near Bloomfield, CT (Change<br>Refer to Review My Coverage for details  | ?)   |   |   |           |
| DISTANCE<br>0 30 60 90 120 150<br>Up to: 25 miles        | SPECIALTY Dermatology (71) Dermatopathology (2) Pediatric Dermatology (2) Pediatrics (1) Primary Care - Pediatrician (1) Primary Care Physician - Child (1) Primary Care Department | QUALITY & RECOGNIT<br>American Board of M<br>Specialties (67)<br>Cigna Care Designa<br>Evidence Based Me<br>(1)<br>Meets Group Board<br>Criteria (2) | Medical BA<br>(15<br>tion (41) BA<br>dicine Standards (4)<br>Certification CH | YSTATE NOBLE HOSPITA                          | AL . (1)  |
|  | М   | ore filters  |   |   |           |
| _  | 71 In-Network Doc   | tors for Derma   | atologist   |   |           |
| Sorted by Cigna Care Designation 💌                       | Explain Quality & Recognitions   📑  | Print/Save PDF   | і ф+ Мар  |   |           |
| ast, Gary L, MD<br>60) 242-8644   580 Cottage Grove Rd # | #   | ap   |   |   |           |
| ermatology - Board Certified<br>ears in Practice: 40     | ality Ratings & Recognitions  | Hospital Affiliations<br>ST. FRANCIS HOSPITA   |   | Accepting new patients                        |           |
| In-Network   | Cigna Care Designation<br>American Board of Medical Specialties   | CENTER   |   | before you owe.<br>procedures and cost inform | nation    |
|  |   |  |   |   | 2         |
| a Payer Solutions  | s   |  |   |   |           |

# **Cigna Behavioral Health network**

More than 40 years experience improving health: Mind and body

# 44 million

adults age 18 and older in the U.S. have a diagnosable mental disorder.<sup>1</sup>



## What members get

- Access to Cigna Behavioral Health Network
- Provider lookup via cignabehavioral.com
- Integrated medical and behavioral information for utilization management coordination
- Support for an evidence-based approach to behavioral health treatment
- Treatment expertise for individuals with mental health and substance use disorder
- Crisis stabilization via 24-hour telephone assistance, providing immediate support to help prevent admissions and readmissions

2. 2. Centers for Disease Control and Prevention. (2015). Web-based Injury Statistics Query and Reporting System (WISQARS) [Online].



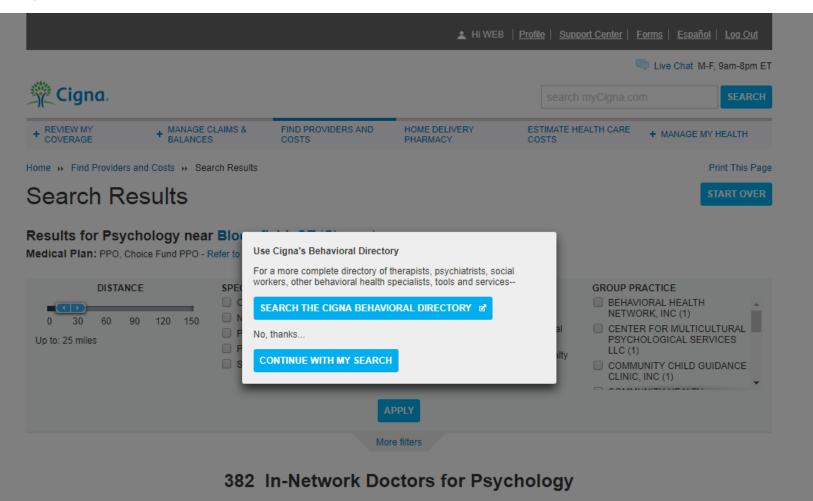
<sup>1.</sup> Substance Abuse and Mental Health Services Administration, results from the 2014 National Survey on Drug Use and Health: Mental Health Findings, Rockville, MD.

# CignaBehavioral.com provider search prompt

Log Out | Español | Log Out | Español | Log Out Live Chat M-F, 9am-8pm ET 🦉 Cigna. SEARCH + MANAGE CLAIMS & + REVIEW MY FIND PROVIDERS AND HOME DELIVERY ESTIMATE HEALTH CARE + MANAGE MY HEALTH COVERAGE BALANCES COSTS PHARMACY COSTS Home >>> Find Providers and Costs Print This Page Find Providers and Costs Near Bloomfield, CT (Change) NEED HELP Q Psychologist 0 Visit the Support Center For help finding something  $(\mathbf{v})$ Looking for a provider, specialty, or procedure ("primary care provider," "oral surgeon," "spinal fusion")? Browse the A-to-Z glossary on the site please call 1-800-853-2713 Nearest Urgent Care M For other issues, please We found Urgent Care Center of CT located 2.1 miles from your search location. Map all urgent care near my current location. visit the Contact Cigna page. Looking for a Dentist? Use the Cigna Dental SA Directory to find in-network Dentists. VIEW MORE Know before you go: Before you visit any provider or facility, we recommend you call ahead to confirm their network status, **RELATED DIRECTORIES** address, office hours, and that they are accepting new patients Mental Health & Substance Abuse Services 📑 Searching for Baptist Memorial Hospitals or facilities? The following hospitals and health care facilities are outside your network Cigna Collaborative Care even though you may see them in your search results. Listing



# CignaBehavioral.com provider search prompt

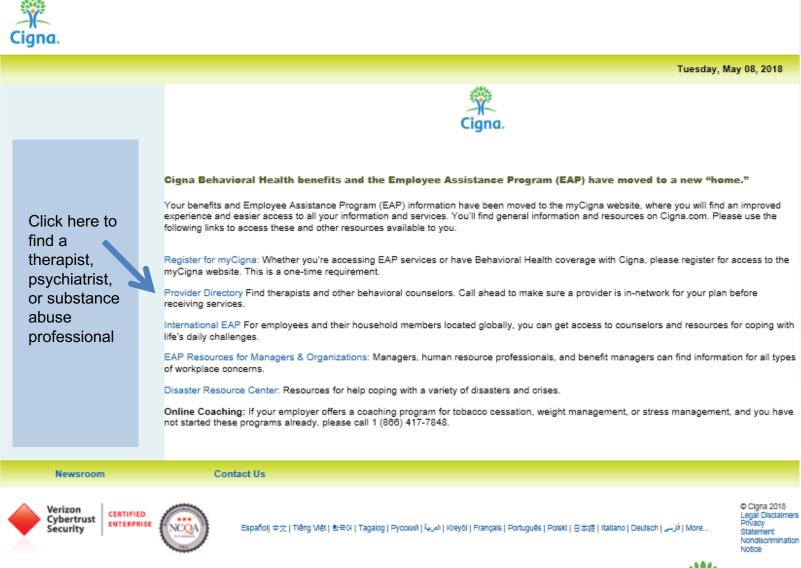






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# Finding a behavioral provider



# Cigna

## Finding a behavioral provider

|   | -          |        | _  |   |
|---|------------|--------|--|---|
| -   | Çigna.     |        |  |   |
|   |            |        |  | Tuesday, May 08, 2018   |
|   |            |        |  |   |
|   | > Expanded | Search | Find a Therapist/Psych   | atrist/Hospital   |
|   | Search by  | Name   | Click here to view important notices and   | disclosures for your state  |
|   | 1          |        | Should I see a therapist or a psychiatrist?  | Find out which is right for you on our Frequently Asked Questions page.<br>Important note: It may take up to 10 business days to be seen by a therapist. If you feel you need more urgent help, please call the toll free number on the back of your ID card.   |
|   |            |        | How do I find a therapist, psychiatrist,<br>hospital, or clinic?                     | Use the form below to search by specific preferences. Or click "Search by Name" on the<br>left-hand side of this page to find a specific provider, hospital, clinic, or behavioral<br>program.  |
| Click here t<br>find a  | to         |        | How do I find a substance use treatment facility?                                    | Cigna has identified substance use treatment facilities across the country for their patient<br>outcomes and oost-efficiency and have included those providers in our Designated<br>Substance Use Treatment Provider Program.Click here to learn more and to see a list of<br>facilities that meet this program's criteria.   |
| therapist,<br>psychiatris<br>or substar<br>abuse<br>profession<br>or scroll |            |        | Are video-based sessions an option in<br>place of a face-to-face visit in an office? | Yes, video sessions can be used in place of a therapy and/or medication management<br>office visit. You can search for a provider by choosing "Telehealth" from the Topic<br>Specialty list below. All providers must utilize a secure video-based technology and be<br>appropriately licensed in the state in which the customer is being treated.<br>If you are having trouble finding a provider in your area, please call the number on the<br>back of your card.                           |
|   | al,        |        | What is the difference between in-network<br>versus out-of-network                   | There are many benefits to choosing a therapist, psychiatrist, hospital or clinic in-network<br>versus out. Discover the difference, benefits and questions that can help here.   |
| down the<br>page  |            |        | When do I need an authorization before my<br>appointment?                            | Hospital Care and other Specialty Services: Pre-authorization is needed; call the number<br>on the back of your ID card.<br><u>Employee Assistance Program (EAP) Counseling</u> ; Authorization is needed for these<br>services, which, if eligible, are available <i>at no cost for limited sessions</i> . Log in to see if<br>you are eligible and obtain authorization online <i>or</i> call the number on the back of your ID<br>card. This information only applies to Cigna EAP services. |
|   |            |        | When do I <u>not</u> need an authorization before<br>my appointment?                 | You don't need an authorization for most visits to a therapist or psychiatrist in your<br>network for routine, outpatient care.   |
|   |            |        | * Indicates required field   |   |
|   |            |        | * Provider type 🔘 Then   | apist/Psychiatrist  Clinic  Hospital/Behavioral Program Click here for FAQs   |



## **Cigna Payer Solutions**

# **Behavioral provider search parameters**

| * Indicates required field           |   |                     |
|--------------------------------------|---|---------------------|
| * Provider type                      | ◉ Therapist/Psychiatrist <sup>©</sup> Clinic <sup>©</sup> Hospital/Behavioral Program                 | Click here for FAQs |
| * Network                            | Behavioral Health EAP   |                     |
| * Zipcode                            |   |                     |
| Zip Radius                           | ◎5 ◎10 ◎15 ◎20 ◎25  |                     |
| Language<br>(English is default)     | <none></none>   |                     |
| Age range specialty                  | <none></none>   |                     |
| Gender                               | <none></none>   |                     |
| Topic Specialty (2 Max)              | Adoption Issues<br>Alcohol/Substance Abuse<br>Anxiety Issues<br>Applied Behavioral Analysis<br>Autism |                     |
| Are you accessing your EAP benefits? |   |                     |
| Ethnicity                            | <none></none>   |                     |
| Search Reset                         |   |                     |



# **Behavioral provider search results**

| 1 to 5 of 5 provide | ers <previous> <next></next></previous>    |
|---------------------|--|
| Osman Qureshi,      | MD   |
| Address:            | 151 Hazard Ave Ste 4                       |
|                     | Enfield, CT 06082 Ph: 860.714.2750         |
| Map to office:      | View a map to this therapist's office      |
| Vincent Hollister   | r, LICSW                                   |
| Address:            | 31 Mechanic St                             |
|                     | Windsor, CT 06095 Ph: 860.246.7999         |
| Map to office:      | View a map to this therapist's office      |
| Michael Powers      | , LCSW                                     |
| Address:            | 1075 Poquonock Ave                         |
|                     | Windsor, CT 06095 Ph: 860.731.0779         |
| Map to office:      | View a map to this therapist's office      |
| Henry Talbot, LC    | SW   |
| Address:            | 38 Baldwin St                              |
|                     | East Longmeadow, MA 01028 Ph: 413.224.1606 |
| Map to office:      | View a map to this therapist's office      |
| Stephen Sacco,      | LICSW                                      |
| Address:            | 417 Liberty St Ste B                       |
|                     | Springfield, MA 01104 Ph: 413.733.6661     |
| Map to office:      | View a map to this therapist's office      |
| 1 to 5 of 5 provide | ers <previous> <next></next></previous>    |

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# A healthy partnership starts here

At Cigna, we're dedicated to helping people around the world achieve healthier, more secure lives.

Explore our plans 📀



## **Insurance Plans and Products**

Buying your own coverage



Health Insurance

Insurance through employers



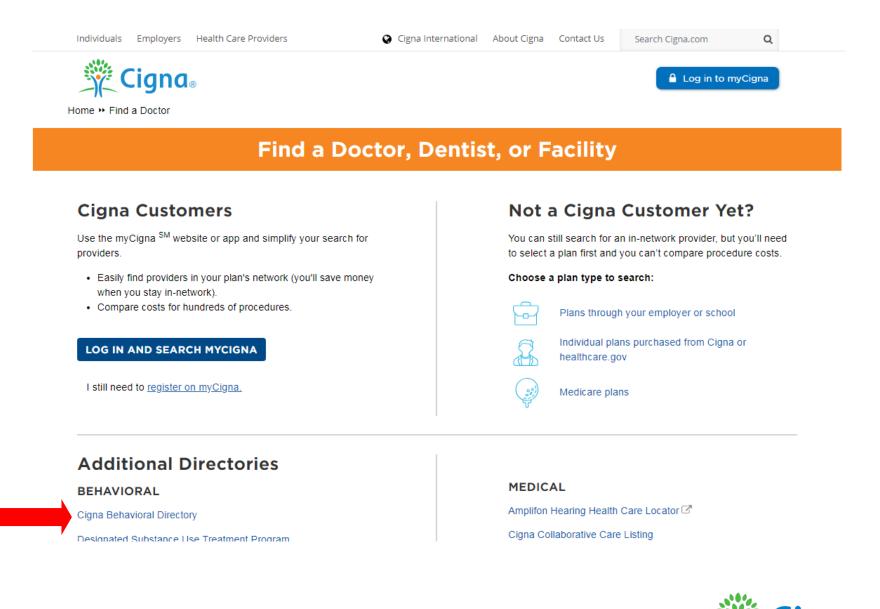
**Employee Plans and Policies** 



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ligna

# CignaBehavioral.com homepage



Tuesday, May 08, 2018 Cigna Behavioral Health benefits and the Employee Assistance Program (EAP) have moved to a new "home." Your benefits and Employee Assistance Program (EAP) information have been moved to the myCigna website, where you will find an improved experience and easier access to all your information and services. You'll find general information and resources on Cigna.com. Please use the following links to access these and other resources available to you. Register for myCigna: Whether you're accessing EAP services or have Behavioral Health coverage with Cigna, please register for access to the Click here to myCigna website. This is a one-time requirement. find a Provider Directory Find therapists and other behavioral counselors. Call ahead to make sure a provider is in-network for your plan before receiving services. therapist, psychiatrist, International EAP For employees and their household members located globally, you can get access to counselors and resources for coping with life's daily challenges. or substance abuse EAP Resources for Managers & Organizations: Managers, human resource professionals, and benefit managers can find information for all types of workplace concerns. professional Disaster Resource Center: Resources for help coping with a variety of disasters and crises. Online Coaching: If your employer offers a coaching program for tobacco cessation, weight management, or stress management, and you have not started these programs already, please call 1 (866) 417-7848.



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# **MyCigna Demos**

PPO Demo for mycigna.com

- URL: <a href="https://my.cigna.com/web/public/guest">https://my.cigna.com/web/public/guest</a> (myCigna.com)
- User ID: 2Testuser
- Password: Passw0rd ("0" is numeral zero)

**OAP** Demo for mycigna.com

- URL: <u>https://my.cigna.com/web/public/guest</u> (myCigna.com)
- Username: OAPCustomer
- Password: Passw0rd ("0" is numeral zero)

LocalPlus Demo for mycigna.com

- URL: <u>https://my.cigna.com/web/public/guest</u> (myCigna.com)
- Username: Lpcustomer
- Password: Passw0rd ("0" is numeral zero)



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