

For employees and covered dependents of

City of San Diego

Expansion of the Southern California Select Network to include PrimeCare providers in the Inland Empire is subject to regulatory approval. Access to the PrimeCare providers is anticipated to be available as of July 2019.

BY YOUR SIDE AND ON YOUR SIDE

Get the most from your
health benefits plan.

Presenter: Sonia Van Hecke
2019 - 2020 Plan Year



Offered by: Cigna HealthCare of California, Inc.

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In collaboration with:
HealthCare Partners
Scripps Health
St. Joseph Hoag Health

**Coverage for Inland Empire
available through:**
PrimeCare

Customers can be aligned to any one
of the four provider groups.



YOUR PLAN & NETWORK



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About the Southern California Select plan

Cigna and Scripps Health are working together toward quality, cost-effective care.



The network is comprised of local doctors, focused on providing you with streamlined, coordinated and personalized, quality care.



An integrated group of providers and hospitals in greater San Diego County that are committed to improving your experience.



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Southern California Select network

When it comes to health care coverage,
we put our customers in the center of all we do.



Personalized



Coordinated



Quality



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Quality. Proximity. Location.*



 HealthCare Partners.

St. Joseph  Hoag Health

 Scripps

PrimeCare
Part of OptumCare®

* Plans may be limited geographically. Providers are located throughout the majority of the counties.



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Southern California Select Network in San Diego County



Experience the Scripps Health difference

- In 2018, for the second year in a row, the combined programs of Scripps Green Hospital and Scripps Hospital La Jolla were ranked #1 in the San Diego region for seven specialties.¹
- Truven Health Analytics named Scripps Memorial Hospital one of the 100 Top U.S. Hospitals in the nation.²
- Scripps Memorial Hospital La Jolla, Scripps Green Hospital and Scripps Memorial Hospital Encinitas were recognized as a Top Performer on Key Quality Measures® by the Joint Commission.³

PLAN INCLUDES:

- > Cigna Telehealth Connection⁴
- > 24/7/365 Customer Service
- > 24/7/365 Health Information Line
- > Translation Services in over 200 languages
- > Access to the Cigna Behavioral Health Network
- > Cigna Healthy Rewards® discount program⁵
- > myCigna.com and the myCigna® App
- > Cigna Healthy Pregnancy, Healthy Babies Program

1. U.S. News and World Report 2018-2019 Best Regional Hospitals "Best Hospitals in San Diego, Calif." <https://health.usnews.com/best-hospitals/area/san-diego-ca> 2. Arbor, Ann. "Truven Health Analytics, IBM Watson Health, Announces 100 Top Hospitals Award Winners." <https://truvenhealth.com/media-room/press-releases/detail/prid/205/Truven-Health-Analytics-IBM-Watson-Health-Announces-100-Top-Hospitals-Award-Winners> . Web, March 6, 2017. 3. "Scripps Health Earns National Quality Honors from Joint Commission." https://www.scripps.org/news_items/5530-scripps-health-earns-national-quality-honors-from-joint-commission . Media, November 16, 2015. March 3, 2017. 4. Telehealth services are provided by third party vendors and not by Cigna. This service is separate from your health plan network. Telehealth services may not be available in all areas or with all providers. A PCP referral is not required for this service. See your plan materials for cost and coverage details. 5. Healthy Rewards is a discount program. If your plan includes coverage for any of these services, this program is in addition to, not instead of your plan benefits. Healthy Rewards programs are separate from your medical benefits. **A discount program is NOT insurance, and the customer must pay the entire discounted charge.** Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time.



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Quality. Proximity.



440+ Primary Care Physicians
1,800+ Specialists
6 Hospitals
13+ Scripps HealthExpress Clinics

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Data as of June 2019 analyzing "unique" provider IDs, subject to change and may slightly vary.



Scripps Select Plan Network

Scripps Locations

- A** Scripps Memorial Hospital Encinitas
- B** Scripps Green Hospital
- C** Scripps Memorial Hospital La Jolla
• Prebys Cardiovascular Institute
- D** Scripps Mercy Hospital, San Diego
- E** Scripps Mercy Hospital, Chula Vista
- Scripps Cardiovascular and Thoracic Surgery Group (3 locations)
- Scripps Clinic (16 locations)
- Scripps Coastal Medical Center (12 locations)
- Imaging Centers (8 locations)
- ▲ Radiation Therapy Center (4 locations)
- ▲ Scripps Whittier Diabetes Institute (2 locations)
- ▲ Breast Care Centers (3 locations)

Physician network:

- Scripps Clinic
- Scripps Coastal Medical Center
- Mercy Physicians Medical Group
- Scripps Physicians Medical Group
- Rady Children's Specialists of San Diego



How to find an in-network provider or facility

- > Search our online provider directory at cosd.cigna.com.
- > Select “View Details” for the Cigna Southern California Select HMO plan



Cigna Southern California Select HMO plan

(CoSD internal plan name – Cigna Scripps Select HMO)



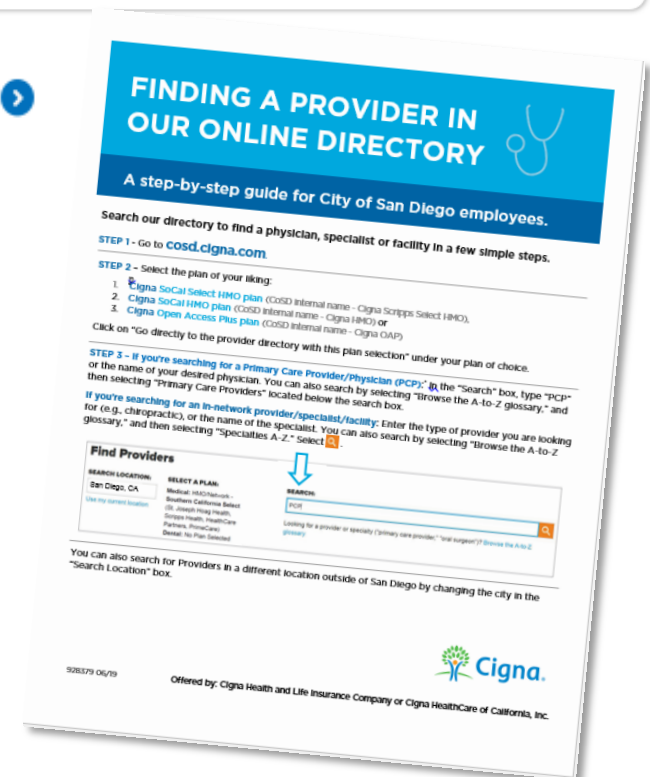
View Details

> Then

Go directly to the provider directory with this plan selection ➔

Southern California Select

(St. Joseph Hoag Health, Scripps Health, HealthCare Partners, PrimeCare)



Your plan

Southern California Select Plan Health Maintenance Organization (HMO)

- Each member of your family has the option to select one of the four provider groups in the Southern California Select Network,* including:
 1. HealthCare Partners in Los Angeles County
 2. St. Joseph Hoag Health in Orange County
 3. Scripps Health in San Diego County
 4. PrimeCare in San Bernardino and Riverside counties
- For your care to be covered, you must receive your care through your PCP who will coordinate your care.
- Your PCP will provide a referral to see an in-network Specialist** when needed
- You have coverage for emergency and urgent care at any time, at any facility***
- + Annual vision exam



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* Plans may be limited geographically. Providers are located throughout the majority of the counties.

** Specific providers like OB/GYN can be seen without a referral. See plan documents for details or call 800.244.6224.

***Emergency and urgent care as defined by your plan documents.

CIGNA FIRST RESPONDER PROJECT

Customized support for the health needs of the first responders.

Offered by: Cigna Health and Life Insurance Company or its affiliates

First responder behavioral care support.



Challenge: Support unique needs of first responder population exposed to traumatic situations

Solution: Make finding and accessing care simpler

Customized provider network and directory.

Preferred providers who have experience treating first responders and can accommodate their unique needs/requests:

Trained on first responder culture.

Outpatient and inpatient providers work together to help ensure confidentiality and privacy.



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First Responder Project- Initiatives And Enhancements

Local Support

- **VIP Approach** and admission process
 - Access to local mental health and substance use treatment facilities with first responder treatment programs and a VIP admission process to ensure confidentiality and privacy
- Preferred Provider Network

First Responder Partner Site

- We have partnered together and will be launching a new website soon. The website is dedicated to you and will help put behavioral and emotional health resources at your fingertips.
- *Coming in July:* FirstResponder.Cigna.com

Behavioral Health Network

- IAFF Treatment Center – is in-network
 - See more about this state-of-the art treatment facility developed by and for fire fighters on slide 8.
- First responder resource link in the online disaster response center
- Growing network of providers with expertise in treating first responders

Future Enhancements

- Expanded network of providers and facilities
- Provider trainings specific to clinical needs of first responders
- Expanded relationships with first responder support organizations
- Additional online resources, collateral material and seminar offerings



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San Diego Behavioral Network – By The Numbers

- Cigna has the largest behavioral network in the San Diego market.
 - Entire Network (Individuals and Facilities):
 - Mental Health and Substance Use Facilities:

Local In-Network Facilities

- Aurora San Diego
- Alvarado Parkway Institute
- True North Recovery Services



SAN DIEGO MARKET	
UNIQUE PROVIDERS	12/18
Entire Network (Individual & Facility)	1,877
Mental Health/Substance Use Practitioners	1,836
Facilities	41
Clinics	77
Psychiatrists	174
Psychologists/Advanced Practice Nurses	474
Master's Level Therapists	1,188
TELEHEALTH PROVIDERS	
Total	2,067



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Telehealth Services

- Cigna Behavioral offers telehealth services to its members via its existing network.
- Out of pocket expenses are identical as if you were to see the provider face-to-face.
- Over 2000 providers to choose from across the state. The providers can be located anywhere in California.
- It's convenient, easy-to-use, private and confidential. You never have to leave your house!

Make an appointment. It's as easy as 1, 2, 3:



1. Go to **Cigna.com** or **myCigna®** to search for a telehealth virtual care/ telehealth provider under Specialty in the Behavioral Directory link.



2. Call to make an appointment with your selected provider, just like you would for a face-to-face visit.



3. The provider will give you information on how to set up the video-based session according to the technology they are using.

If you need assistance finding a provider call **800.244.6224**.



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Cigna One Guide 1.888.806.5042

The Cigna One Guide® service can help you make smarter, informed choices and get the most from your plan. It's our highest level of support that combines the ease of a powerful app with the personal touch of live service.

One Guide personal support, tools and reminders can help you stay healthy and save money.



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Making it easier to fill your prescriptions

Cigna Home Delivery Pharmacy



Get a 90-day prescription for your maintenance medication



Changing pharmacies? Ask a Cigna pharmacy representative to contact your current pharmacy to have your active 90-day prescription transferred.



Receive your medication in a 90-day supply for convenience.



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We're here 24/7/365



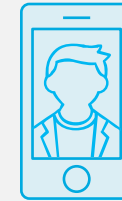
By phone – 1.888.806.5042

Call anytime day or night for live customer service

- Ask for a Spanish-speaking representative or speak with us in your preferred language – interpreter service is available in over 200 languages
- Speak with a nurse anytime, day or night through the 24-Hour Health Information Line

myCigna® – online or app

- Directory of in-network doctors, hospitals, facilities
- Useful tools to help you:
 - Review your coverage
 - Manage and track claims
 - Sign-up for email notifications
 - Find quality of care information for common procedures and treatments
 - Get Claims statements on demand to view claim history and account transactions



Now compatible with iPhone® X devices

The Apple® Face ID® feature for iPhone X devices is a new way to unlock and authenticate your myCigna app. It's even more convenient than the Touch ID® tool, and makes authenticating fast and easy. Other iPhone users can still use Touch ID to log in to the app.*

* Please refer to your phone's manufacturer for your phone's specific capabilities. The downloading and use of the myCigna app is subject to the terms and conditions of the app and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

Apple, iPhone, Face ID and Touch ID are registered service marks or trademarks of Apple Inc.



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