FINDING A PROVIDER IN OUR ONLINE DIRECTORY

A step-by-step guide to use before you enroll

Search our directory to find a provider in a few simple steps

STEP 1 - Go to Cigna.com and click “Find a Doctor, Dentist or Facility” at the top of the page.

STEP 2 – Under “Not a Cigna Customer Yet?” click on “Plans through your employer or school.”


Not a Cigna Customer Yet?
You can still search for an in-network provider, but you’ll need to select a plan first and you can’t compare procedure costs.

Choose a plan type to search:

- Plans through your employer or school
- Individual plans purchased from Cigna or healthcare.gov
- Medicare plans

Together, all the way.

Offered by: Cigna Health and Life Insurance Company or Cigna HealthCare of California, Inc.
STEP 4 – Select “Medical Plans.”

STEP 5 – Select the correct plan from the drop down list. Select “Choose” once you have made your selection.

For the Select HMO plan, if the zip code/town you entered is not available in the HMO/Network – Southern California Select, enter a different location or town within the available service areas (Los Angeles, Orange, San Diego, San Bernardino or Riverside counties).

STEP 6 – If you’re searching for a Primary Care Provider (PCP):** In the “Looking For” box, type “PCP” or the name of your desired physician. You can also search by selecting “Browse the A-to-Z glossary,” and then selecting “Primary Care Providers” located below the search box.

If you’re searching for an in-network provider including any type of specialist: Enter the type of provider you are looking for (e.g., chiropractic), or the name of the specialist. You can also search by selecting “Browse the A-to-Z glossary,” and then selecting “Specialties A-Z.” Select.
STEP 7 – The results for your search criteria will appear.

If you’re enrolling for the first time in the **Full HMO Plan** or the **Select HMO plan** : Take note of the PCP ID# (including any zeros); you will need to know this when you enroll online or on the paper enrollment form. If you do not select a PCP, one will be auto-assigned.

To change your PCP: If you want to change your PCP, you can do so after your plan effective date on myCigna.com or in the myCigna® app. The change will take effect the first of the next month. If you need to make a change immediately or need further assistance, call the number on the back of your ID card.

For the **Select HMO plan** : You and the members on your plan have the option to select a PCP in any one of the four provider groups most convenient for you (HealthCare Partners, Scripps Health, St. Joseph Hoag Health or PrimeCare). Once a PCP is selected for each covered family member, services must be received by providers and facilities in the provider group that the PCP is aligned to in order to be considered in-network (except in the case of an emergency).***

Questions? Call 800.244.6224

Together, all the way.®

*Plans may be limited geographically (the Southern California Select plan may not be available for all towns within a county)

**A PCP can be selected from Internal or Family Medicine, General Practice, Pediatrics or OB-GYN. Call for more details

***Eligible out-of-network emergency and urgent care services (as defined in your plan documents) are covered at the in-network benefit level.

Providers 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. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, view your plan materials.

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