



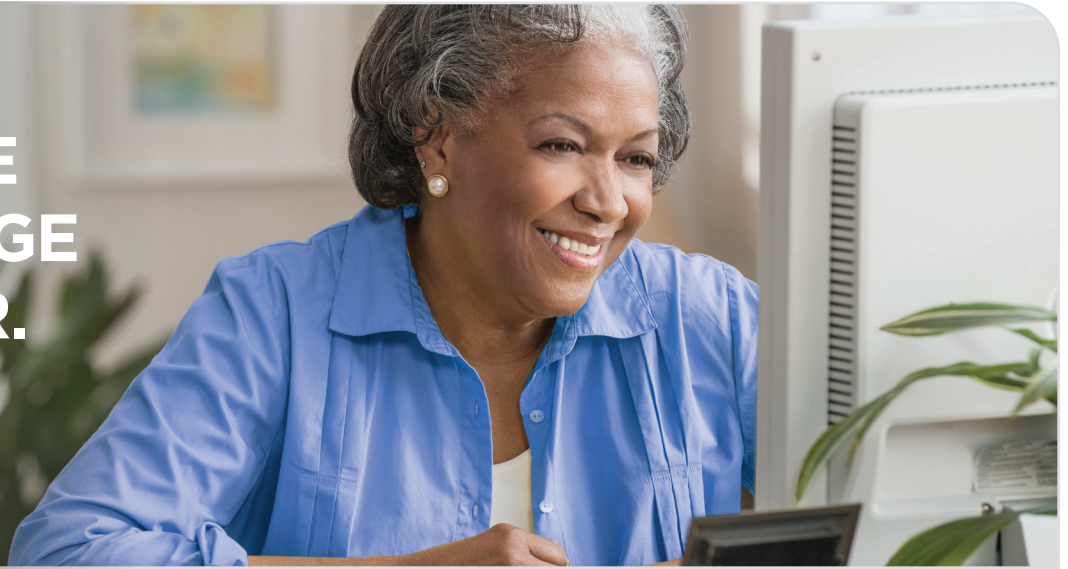
**FIND A MEDICARE ADVANTAGE
PROVIDER. HERE'S HOW.**

A click-by-click guide to the online provider directory.

Together, all the way.®



FIND A MEDICARE ADVANTAGE PROVIDER.



You're just a few clicks away from finding a provider in your area. Use this guide to navigate the online Provider Directory.

1.

- > Go to **CignaMedicare.com/group/MAresources**.
- > Click **Find a Medicare Advantage Provider** next to the doctor icon.

The screenshot shows the Cigna Medicare website. At the top left is the Cigna logo. To the right are two buttons: 'Find a Doctor, Dentist or Facility' and 'Log in to myCigna'. Below the logo is a navigation menu with links for 'Individuals and Families', 'Medicare', 'Employers and Brokers', 'Health Care Providers', and 'About Us'. The 'Medicare' link is underlined. Below the navigation menu is a breadcrumb trail: 'Home > Medicare > Member Resources and Services > Member Resources for Group Medicare Plans'. The main heading is 'Member Resources for Group Medicare Plans'. Below the heading is a sub-heading: 'Find information about your Cigna Group Medicare plan benefits and coverage, as well as useful tools and links.' At the bottom of the page, there are two buttons: 'Find a Medicare Advantage Provider' (with a doctor icon) and 'Find a Pharmacy' (with a pharmacy icon). A red box highlights the 'Find a Medicare Advantage Provider' button, and a red line connects it to the '1.' in the instructions above.

NOTE: Do not use this link. To access the complete directory of providers for your group Medicare Advantage plan, be sure to follow the instructions in Step 1. The link indicated above may not include all in-network providers in your area.

Need help finding a provider?

Call Customer Service at **<1-888-281-7867> (TTY 711)**.

2.

- > Click **Find a Doctor**.
- > You may see a COVID-19 message pop-up when the Provider Directory opens. Click the blue “Close” button to continue.

The screenshot shows the Cigna website's 'Group Medicare Provider Network' page. At the top, there is a navigation bar with the Cigna logo and a 'Find a Doctor, Dentist or Facility' button. Below the navigation bar, there are tabs for 'Individuals and Families', 'Medicare', 'Employers and Brokers', 'Health Care Providers', and 'About Us'. The main heading is 'Group Medicare Provider Network' with a sub-heading 'Find provider information for Cigna Medicare Advantage and Part D group plans.' Below this, there is a paragraph of text: 'When it comes to your health, finding a trusted doctor and pharmacy matters. We provide online tools to help you find in-network doctors and pharmacies fast.' At the bottom of this section, there are two links: 'Find a Doctor' and 'Find a Pharmacy'. A red box highlights the 'Find a Doctor' link.

NOTE: Do not use this link. To access the complete directory of providers for your group Medicare Advantage plan, be sure to follow the instructions in Step 2. The link indicated above may not include all in-network providers in your area.

3.

- > Select your **State of Residence** from the drop-down menu. If your state isn't listed, call the customer service number below for assistance.
- > Next, select your **County of Residence** from the drop-down menu.
- > Next, select your **Preferred plan type**. Your plan document will show your plan type. You may also select **Any**.

The screenshot shows the Cigna.com website's form for selecting residence and plan type. The form has a heading 'Cigna.com' and a paragraph of text: 'In order to serve you better, we need to know your state and county of residence. This will help us determine the contracted medical service providers that are available to you.' Below this, there are three fields: 'State of Residence' (a drop-down menu with '<< Select One >>' selected), 'County of Residence' (a drop-down menu with '<< Select One >>' selected), and 'Preferred plan type' (radio buttons for 'Any', 'HMO', and 'PPO'). A red box highlights the 'State of Residence' and 'County of Residence' fields.

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4.

- > Select your group **Health plan** from the drop-down menu. Your plan documents will show your group plan name.

The screenshot shows the Cigna.com website interface. At the top left is the Cigna logo. Below it, a message states: "In order to serve you better, we need to know your state and county of residence. This will help us determine the contracted medical service providers that are available to you." Below this message are four dropdown menus: "State of Residence" (set to CO), "County of Residence" (set to DENVER), "Preferred plan type" (with radio buttons for Any, HMO, and PPO), and "Health plan". The "Health plan" dropdown menu is open, showing a list of options: "✓ <<Any >>", "Preferred (2020, 2021)", "Preferred (2021 new plans)", "Preferred (2021 new plans) (Group Plans)", "True Choice Core PPO (2020, 2021)(Group Plans)", "True Choice PPO (2020, 2021)", and "True Choice PPO (2020, 2021)(Group Plans)". A red box highlights the "Health plan" dropdown menu and its list of options.

5.

- > Enter your **address (with city and state) or zip code**.
Tip: Entering your zip code is the easier option.
- > Next, select the default search range of **Within 10 miles** or select another search range from the drop-down menu.

The screenshot shows the same Cigna.com website interface as in the previous step. The "Health plan" dropdown menu is now set to "<<Any >>". Below the dropdown menus is a search bar with the text "Find care near" and a placeholder "Enter an address (with city and state) or zip code". To the right of the search bar is a dropdown menu for the search range, currently set to "Within 10 miles". A green oval highlights the search bar and the "Within 10 miles" dropdown menu, with the text "Zip code easier option" written inside. Below the search bar are four buttons: "Find a doctor" (with a plus sign icon), "Find a hospital, facility or other service" (with a hospital icon), "Find a pharmacy" (with a pill bottle icon), and "Find by Name or keyword" (with "Aa" icon).

The next steps in this guide will show you how to search for an in-network provider by Doctor Type (Step 6), Hospital, Facility or Service (Step 7), or Name or Keyword (Step 8).

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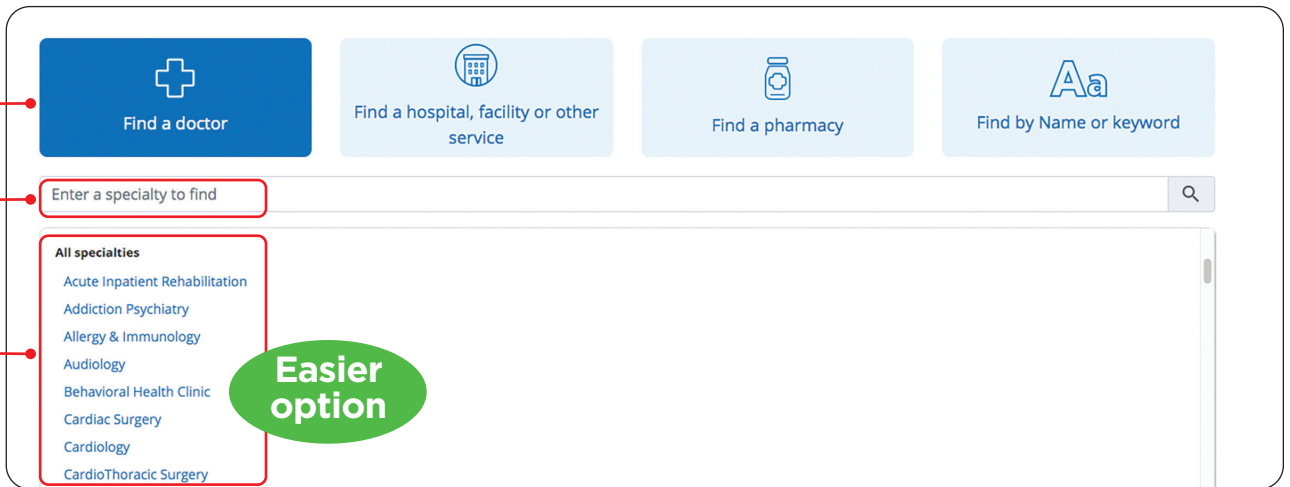
Call Customer Service at **<1-888-281-7867>** (TTY 711).

6.

- > Click on the blue **Find a doctor** box.
- > You may need to click your selected box twice; the box will turn dark blue when your search begins. Results may take a few seconds to appear.

After you click **Find a doctor**, you may **Enter a specialty** or select from the **All specialties** menu.

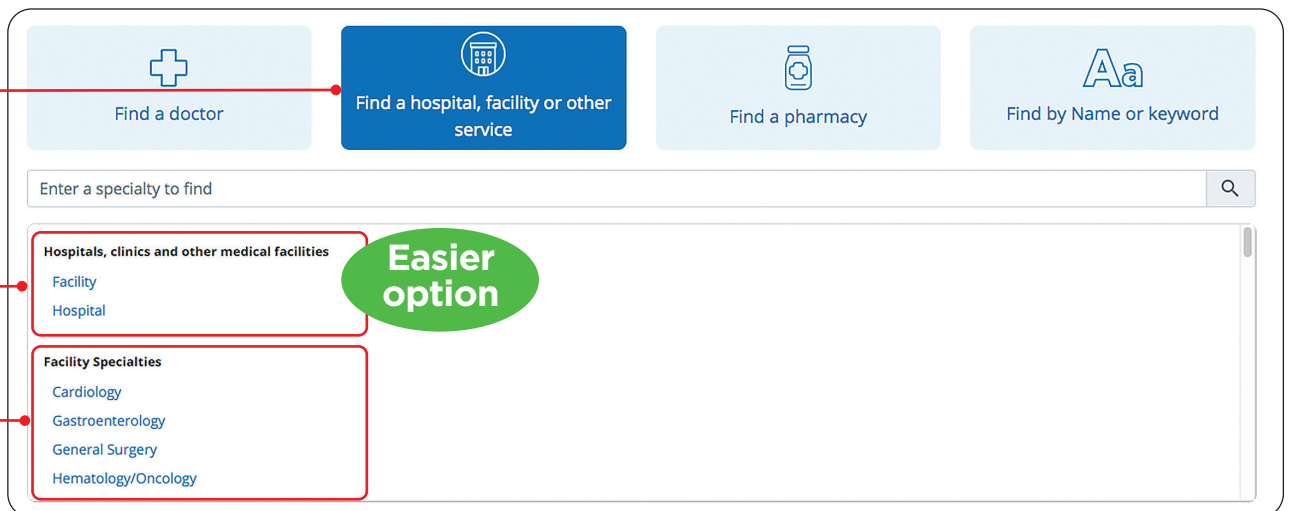
Tip: Using the **All specialties** menu is the easier option.



7.

If you click **Find a hospital, facility or other service**, you may select a type from the first menu or select from the second (**Facility Specialties**) menu.

Tip: Using the first menu is the easier option.



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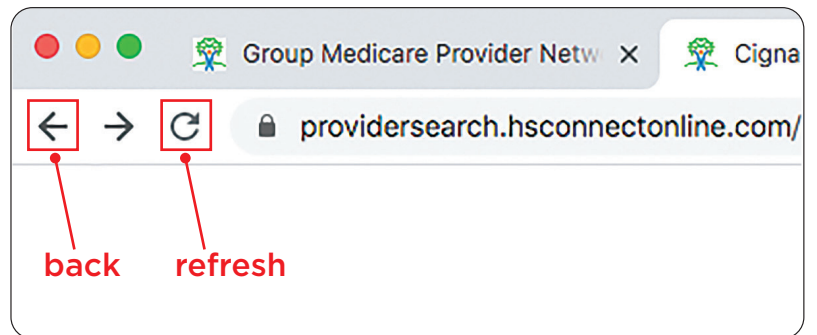
8.

If you click **Find by Name or keyword**, you may **Enter a name or address** to search.

Tip: Enter Last Name, First Name or Last Name only.

The screenshot shows a search interface with four buttons: 'Find a doctor' (with a cross icon), 'Find a hospital, facility or other service' (with a building icon), 'Find a pharmacy' (with a pill bottle icon), and 'Find by Name or keyword' (with 'Aa' text icon). Below the buttons is a search input field containing the placeholder text 'Enter a name or address (pharmacies are not supported)'. A red line originates from the tip text and points to the 'Find by Name or keyword' button and the search input field.

Reminder: If you click the browser's back arrow to start a new search, you must also click the circular refresh arrow before selecting your options.



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Out-of-network/non-contracted providers are under no obligation to treat Cigna members, except in emergency situations. Please call our Customer Service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

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