

KNOW BEFORE YOU GO

Your guide for where to go when you need medical care.

	Lower	Cost and time			Greater
	Cigna Telehealth Connection	Convenience care clinic	Physician's office	Urgent care center	Emergency room
	Access telehealth services to treat minor medical conditions. Connect with a board-certified doctor via video or phone when where and how it works best for you. To view your telehealth options, log in to myCigna.com , click on "Find Care and Costs" and select "Cigna Telehealth Connection" ¹	Treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.	The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.	For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.	For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life threatening, call 911 or go to the nearest emergency room. "Freestanding" emergency room (ER) locations are becoming more common in many areas. Because these ERs are not inside hospitals, they may look like urgent care centers. When you receive care at an ER, you're billed at a much higher cost than at other health care facilities.
Examples of conditions²	<ul style="list-style-type: none"> › Colds and flu › Rashes › Sore throats › Headaches › Stomachaches › Fever › Allergies › Acne › Urinary tract infections and more 	<ul style="list-style-type: none"> › Colds and flu › Rashes or skin conditions › Sore throats, earaches, sinus pain › Minor cuts or burns › Pregnancy testing › Vaccines 	<ul style="list-style-type: none"> › General health issues › Preventive care › Routine check-ups › Immunizations and screenings 	<ul style="list-style-type: none"> › Fever and flu symptoms › Minor cuts, sprains, burns, rashes › Headaches › Lower back pain › Joint pain › Minor respiratory symptoms › Urinary tract infections 	<ul style="list-style-type: none"> › Sudden numbness, weakness › Uncontrolled bleeding › Seizure or loss of consciousness › Shortness of breath › Chest pain › Head injury/major trauma › Blurry or loss of vision › Severe cuts or burns › Overdose
Your cost and time³	<ul style="list-style-type: none"> › Costs the same or less than a visit with your primary care provider › Appointments typically in an hour or less › No need to leave home or work 	<ul style="list-style-type: none"> › Same or lower than doctor's office 	<ul style="list-style-type: none"> › May charge copay/coinsurance and/or deductible › Usually need appointment › Short wait times 	<ul style="list-style-type: none"> › Costs lower than ER › No appointment needed › Wait times vary 	<ul style="list-style-type: none"> › Highest cost › No appointment needed › Wait times may be long

If you are in doubt about the severity of your injury or illness, you should go to a hospital-based ER. You can also call our Health Information Line and speak to a nurse who can help you understand your options. Please consult your pediatrician for guidance on children under age five.

24/7/365 added guidance and support

With the Cigna Health Information Line, clinicians are just a phone call away, at no extra cost. They can help you understand health issues you might be experiencing, and help you to make informed decisions – whether it's reviewing home treatment options, following up on a doctor's appointment, or choosing and finding the right care in the right setting.



Accessing care in the Southern California Select Network

With the Southern California Select plan, you select an in-network primary care physician (PCP) who will help you manage and coordinate your care, including referrals to specialists if needed.⁴

You should receive care from the provider group with which your PCP is aligned. This care will be considered in-network, which means it will be covered by your plan according to your plan terms. If you choose to receive care outside the provider group you selected, it is considered out-of-network and would not be covered by your plan, except for emergency or most urgent care.⁵

For your convenience, you and each member on your plan can choose a PCP and be aligned with any one of four provider groups⁶ in the Southern California Select Network.⁷ You can call the number on the back of your ID card or go to **myCigna.com** to make this change.

- HealthCare Partners in Los Angeles County
- St. Joseph Hoag Health in Orange County
- Scripps Health in San Diego County
- PrimeCare in San Bernardino and Riverside Counties

PrimeCare in San Bernardino and Riverside counties

By choosing to receive care from PrimeCare – one of the county’s highest-rated medical groups⁷ – you’ll enjoy access to hundreds of providers⁸ throughout San Bernardino and Riverside counties. Outlined below are some of the in-network facilities with PrimeCare.



Physician networks (Medical Groups and Affiliated Physicians, PCP office)

- PrimeCare Medical Group of Citrus Valley
- PrimeCare Medical Group of Corona
- PrimeCare Medical Group of Hemet Valley
- PrimeCare Medical Group of Inland Valley
- PrimeCare Medical Group of Moreno Valley
- PrimeCare Medical Group of Redlands
- PrimeCare Medical Group of Riverside
- PrimeCare Medical Group of San Bernardino
- PrimeCare Medical Group of Sun City
- PrimeCare Medical Group of Temecula
- Valley Physicians Network

Hospitals

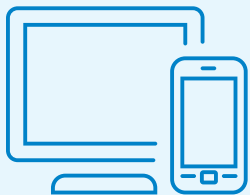
Name	Street address	City	Zip	Phone
San Geronio Memorial Hospital	600 North Highland Springs Avenue	Banning	92220	951.845.1121
Corona Regional Medical Center – Main	800 South Main Street	Corona	92882	951.737.4343
Hemet Valley Community Hospital	1117 East Devonshire Avenue	Hemet	92543	951.652.2811
Loma Linda University Children’s Hospital*	11234 Anderson Street, Suite A	Loma Linda	92354	909.558.4000
Loma Linda University Medical Center*	11234 Anderson Street	Loma Linda	92354	909.558.4000
Loma Linda University Medical Center – Murrieta	28062 Baxter Road	Murrieta	92563	951.672.1010
Southwest Healthcare System – Murrieta	25500 Medical Center Drive	Murrieta	92562	951.696.6000
Children’s Hospital of Orange County*	1201 West La Veta Avenue	Orange	92868	714.997.3000
Redlands Community Hospital	350 Terracina Boulevard	Redlands	92373	909.335.5500
Parkview Community Hospital Medical Center	3865 Jackson Street	Riverside	92503	951.688.2211
Riverside Community Hospital	4445 Magnolia Avenue	Riverside	92501	951.788.3000
Community Hospital of San Bernardino	1805 Medical Center Drive	San Bernardino	92411	909.887.6333
St. Bernardine Medical Center	2101 North Waterman Avenue	San Bernardino	92404	909.883.8711
Rady Children’s Hospital – San Diego*	3020 Children’s Way	San Diego	92123	858.576.1700
Menifee Valley Medical Center	28400 McCall Boulevard	Sun City	92586	951.679.8888
Temecula Valley Hospital	31700 Temecula Parkway	Temecula	92592	951.331.2200
San Antonio Community Hospital	999 San Bernardino Road	Upland	91786	909.985.2811
Southwest Healthcare System – Wildomar	36485 Inland Valley Drive	Wildomar	92595	951.677.1111

*Specialty and pediatric hospitals.

Urgent care centers and walk-ins

This list includes in-network urgent care centers and walk-in facilities aligned with PrimeCare. For a more comprehensive listing visit the provider directory on **Cigna.com**, or **myCigna.com**, after your plan effective date. You can also discuss your options with your PCP or call Cigna customer service at **800.244.6224**.

Name	Street address	City	Zip	Phone
U.S. HealthWorks	15341 Central Avenue, Building B	Chino	91710	909.628.6011
Vista Medical Group	12488 Central Avenue	Chino	91710	909.613.0100
Premier Family Medicine Associates	3110 Chino Avenue, #150B	Chino Hills	91709	909.630.7868
Premier Family Medicine Associates	1601 Monte Vista Avenue, #109	Claremont	91711	909.865.9977
Citrus Valley Urgent Care	760 South Washburn Avenue, #5	Corona	92882	951.737.0910
Inland Urgent Care	487 Magnolia Avenue, #102	Corona	92879	951.279.4994
Vista Urgent Care	2071 Compton Avenue, #102	Corona	92881	951.549.0900
San Antonio Urgent Care Center	12442 Limonite Avenue, #102	Eastvale	91752	951.393.3010
San Antonio Urgent Care Center	16465 Sierra Lakes Parkway, #100	Fontana	92336	909.434.1150
West Point Medical Center - Urgent Care	7798 Cherry Avenue	Fontana	92336	909.355.1296
Alliance Urgent Care	3853 West Stetson Avenue, #100	Hemet	92545	951.929.6900
Inland Urgent Care of Canyon Hills	29997 Canyon Hills Road, #1604	Lake Elsinore	92532	951.244.2224
Total Care Urgent Care	425 Diamond Drive, #105	Lake Elsinore	92530	951.674.4114
Inland Urgent Care of Sun City	27168 Newport Road, #1	Menifee	92584	951.246.3033
Moreno Beach Urgent Care	27460 Eucalyptus Avenue	Moreno Valley	92555	951.243.2200
Moreno Valley Urgent Care	24318 Hemlock Avenue, Suite E1-E2	Moreno Valley	92557	951.243.5050
I-Care Urgent Care	27890 Clinton Keith Road, Suite D-404	Murrieta	92562	951.878.9820
Total Care Urgent Care	24703 Monroe Avenue	Murrieta	92562	951.698.8098
Perris Valley Medical Group	126 Avocado Avenue, #207	Perris	92571	951.657.0544
Mountain View Urgent Care, Inc.	255 E. Bonita Avenue, Building 1, #100	Pomona	91767	909.643.2980
Inland Empire Extra Care, Inc. - 24 Hrs Rapid Care	10841 White Oak Avenue, #107	Rancho Cucamonga	91730	909.483.8361
Mountain View Urgent Care Center	8250 White Oak Avenue, #106	Rancho Cucamonga	91730	909.361.6090
Central Medical Group Express Care	4100 Central Avenue, #101	Riverside	92506	951.824.7887
Parkview Outpatient Urgent Care	9041 Magnolia Avenue, #107B	Riverside	92503	951.353.1021
Premier Urgent Care	284 East Highland Avenue	San Bernardino	92404	909.883.1098
Urgent Family Care	1850 South Waterman, Suite F	San Bernardino	92408	909.890.9393
West Point Medical Center - Urgent Care	1800 Medical Center Drive, #99	San Bernardino	92411	909.880.6400
Alliance Urgent Care	31150 Temecula Parkway, #101	Temecula	92592	951.692.4660
Inland Urgent Care of Temecula	29738-B Rancho California Road	Temecula	92591	951.303.6440
Inland Urgent Care of Wildomar	36320 Inland Valley Drive, #307	Wildomar	92595	951.600.0110
Yucaipa Urgent Care Center	33494 Oak Glen Road	Yucaipa	92399	909.797.8900



For more information and to access the most up-to-date network information, call **800.244.6224** or log in to **myCigna.com** to search the provider directory.

Not a Cigna customer yet, but want to search providers in the Southern California Select Network?

- Go to **Cigna.com** and click on “Find a Doctor, Dentist or Facility” at the top of the page.
- Under “Not a Cigna Customer Yet?” select “Plans through your employer or school.”
- Under “Find Providers,” enter your search location (i.e., your town or your zip code) and then click on the “Pick” drop down box and select “Medical Plans.”

If your home zip code/town is not available in the **HMO/Network – Southern CA Select**, enter your work location or a town within the available service areas (Los Angeles, Orange, San Diego, San Bernardino and Riverside counties).

- Select “Southern California Select (St. Joseph Hoag Health, Scripps Health, HealthCare Partners, PrimeCare)” under HMO, then select “Choose.”
- In the “Search” box, enter the details for your search (PCP, etc.).



1. Telehealth services are provided by third-party telehealth providers and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. This service is separate from your health plan's provider network. A primary care provider referral is not required for Amwell/MDLIVE services.
2. This list is not all inclusive and is for informational purposes only. This list is NOT a description of coverage or a guarantee that these or any other services provided by the health care provider or facility are covered under your employer's specific group health plan or insurance policy. Check your employer's official plan documents for information about the services covered under your plan benefits.
3. Check your employer's official plan documents for information about the costs you are responsible for under your employer's specific medical plan, including any deductible, copay and/or coinsurance or other requirements.
4. Some providers, like OB/GYNs, can be seen without a referral. Referrals are not required for emergency and most urgent care services. See your plan materials for details or call 800.244.6224.
5. Eligible out-of-network emergency and urgent care services (as defined in your plan documents) are covered at the in-network benefit level.
6. Providers are located throughout the majority of the county. Please access the provider directory on myCigna.com or call 800.244.6224.
7. “2018 APG Standards of Excellence Star Chart.” <https://www.apg.org/education/education-programs/standards-of-excellence/>.
8. Data as of January 2019 analyzing “unique” provider IDs, subject to change and may slightly vary.

This information is for educational purposes only. You are encouraged to consider all relevant factors and to consult with your treating doctor when selecting a health care provider. During a medical emergency, go to the nearest emergency room or call 911. The providers that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. Providers are not agents of Cigna.

Exclusions and limitations: All health plans and health insurance policies have exclusions and limitations. Copay, coinsurance and deductible requirements may apply. This brochure outlines the highlights of your plan. For a complete list of both covered and non-covered services, including benefits which may be required by your state, see your plan documents.

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