

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 › Fevers › 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 › No appointment needed 	<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 with a clinician 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 groups in the Southern California Select Network.⁶ 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

HealthCare Partners in Los Angeles County

By choosing to receive care from HealthCare Partners – one of the county's highest-rated medical groups⁷ – you'll enjoy access to hundreds of providers⁸ throughout Los Angeles County. Outlined below are some of the in-network facilities with HealthCare Partners. *Note: Not all HealthCare Partners providers may be in the Southern California Select Network. To find in-network providers, use the provider directory in **Cigna.com**, or **myCigna.com** after your plan effective date. You can also call **800.244.6224** for assistance.*

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

HealthCare Partners Clinics and IPA Physicians in:

- Downtown LA
- Long Beach
- San Fernando
- San Gabriel Valley
- South Bay

Hospitals

Name	Street address	City	Zip	Phone
Methodist Hospital Of Southern California	300 W. Huntington Drive	Arcadia	91007	626.898.8000
Providence Saint Joseph Medical Center	501 S. Buena Vista Street	Burbank	91505	818.843.5111
Southern California Hospital at Culver City	3828 Delmas Terrace	Culver City	90232	310.836.7001
Adventist Health Glendale	1509 Wilson Terrace	Glendale	91206	818.863.4000
Glendale Memorial Hospital & Health Center	1420 S. Central Avenue	Glendale	91204	818.502.1900
USC Verdugo Hills Hospital	1812 Verdugo Boulevard	Glendale	91208	800.872.2273
Foothill Presbyterian Hospital	250 S. Grand Avenue	Glendora	91741	626.963.8411
Long Beach Memorial Medical Center	2801 Atlantic Avenue	Long Beach	90806	562.933.2000
Miller Childrens Hospital ♦	2801 Atlantic Avenue	Long Beach	90806	562.933.5437
St. Mary Medical Center	1050 Linden Avenue	Long Beach	90813	562.491.9000
Adventist Health White Memorial	1720 E. Cesar E. Chavez Avenue	Los Angeles	90033	323.268.5000 ext. 5836
California Hospital Medical Center	1401 S. Grand Avenue	Los Angeles	90015	213.748.2411
Good Samaritan Hospital	1225 Wilshire Boulevard	Los Angeles	90017	213.977.2121
Keck Hospital of USC ★	1500 San Pablo Street	Los Angeles	90033	213.744.0801
Ronald Reagan UCLA Medical Center ♦	757 Westwood Plaza	Los Angeles	90095	310.825.9111
Providence Holy Cross Medical Center	15031 Rinaldi Street	Mission Hills	91345	818.365.8051
Beverly Hospital	309 W. Beverly Boulevard	Montebello	90640	323.726.1222
Monterey Park Hospital Ahmc	900 S. Atlantic Boulevard	Monterey Park	91754	626.570.9000
Northridge Hospital Medical Center	18300 Roscoe Boulevard	Northridge	91325	818.885.8500
Huntington Memorial Hospital	100 W. California Boulevard	Pasadena	91105	626.397.5000
San Dimas Community Hospital	1350 W. Covina Boulevard	San Dimas	91773	909.599.6811
Providence Little Company of Mary Medical Center San Pedro	1300 W. 7th Street	San Pedro	90732	310.832.3311
Providence Saint Johns Health Center	2121 Santa Monica Boulevard	Santa Monica	90404	310.829.5511
Providence Tarzana Medical Center	18321 Clark Street	Tarzana	91356	818.881.0800
Providence Little Company of Mary Medical Center Torrance	4101 Torrance Boulevard	Torrance	90503	310.540.7676
Torrance Memorial Medical Center	3330 Lomita Boulevard	Torrance	90505	310.325.9110
Valley Presbyterian Hospital	15107 Vanowen Street	Van Nuys	91405	818.782.6600
Citrus Valley Medical Center Queen of the Valley Campus	1115 S. Sunset Avenue	West Covina	91790	626.962.4011

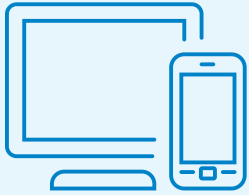
★ Available for advanced levels of medical and surgical care when referred by a PCP. ♦ Pediatric.

Urgent care centers and walk-ins

This list includes both HealthCare Partners' urgent care facilities and urgent care facilities found in the provider directories on **Cigna.com** and **myCigna.com**. Contact your primary care physician to understand all options. You can also call HealthCare Partners' Patient Support Center at **800.403.4160**.

Name	Street address	City	Zip	Phone
Advanced Urgent Care of Beverly Hills	242 S. Robertson Boulevard	Beverly Hills	90211	310.652.2300
Exer Medical	239 S. La Cienega Boulevard, #100	Beverly Hills	90211	310.360.0960
Burbank Occupational Health Center	3413 W. Pacific Avenue, #102	Burbank	91505	818.953.4408
Mend Urgent Care	1701 W. Verdugo Avenue	Burbank	91506	818.843.8555
Exer Medical	26777 Aguora Road, #4	Calabasas	91302	818.880.2225
Magan Urgent Care Clinic	420 W. Rowland Street	Covina	91723	626.331.6411
Culver City Urgent Care	9726 Venice Boulevard	Culver City	90232	310.202.1300
AME Medical Group	11942 Paramount Boulevard, #B	Downey	90242	562.923.6060
Glenoaks Urgent Care	1100 W. Glenoaks Boulevard	Glendale	91202	818.242.3333
HealthCare Partners Urgent Care Clinic	1365 S. Grand Avenue	Glendora	91740	626.857.2580
U.S. HealthWorks Medical Group	6520 N. Irwindale Avenue, #100	Irwindale	91702	626.812.0366
AME Medical Group	3300 E. South Street, #209	Long Beach	90806	562.444.0022
HealthCare Partners Urgent Care Clinic	2600 Redondo Avenue	Long Beach	90806	562.988.7000
U.S. Healthworks Medical Group	100 Oceangate, #P245	Long Beach	90802	562.432.2821
HealthCare Partners Urgent Care Clinic +	1120 W. Washington Boulevard	Los Angeles	90015	213.623.2225
Hollywood Urgent Care	5717 Melrose Avenue	Los Angeles	90038	323.957.2273
U.S. Healthworks Medical Group	1313 W. 8th Street, #100	Los Angeles	90017	213.401.1970
U.S. Healthworks Medical Group	434 S. San Vicente Boulevard, #100	Los Angeles	90048	310.360.6780
Exer Medical	3215 N. Sepulveda Boulevard	Manhattan Beach	90266	424.295.0540
Providence Medical Institute	1010 N. Sepulveda Boulevard	Manhattan Beach	90266	310.322.9700
HealthCare Partners Urgent Care Clinic	11600 Indian Hills Road	Mission Hills	91345	818.838.4500
Central Urgent Medical Care	8891 N. Central Avenue, #A	Montclair	91763	909.297.3361
HealthCare Partners Urgent Care Clinic	2603 Via Campo	Montebello	90640	323.720.1144
Exer Medical	701 N. Wendy Drive	Newbury Park	91320	805.375.4400
Exer Medical	19346 Nordhoff Street	Northridge	91324	818.727.2040
HealthCare Partners Urgent Care Clinic	18433 Roscoe Boulevard, #206	Northridge	91325	818.341.1540
U.S. HealthWorks Medical Group	2171 S. Grove Avenue, # A	Ontario	91761	909.923.4080
Summit Urgent Care	38656 Medical Center Drive, #C	Palmdale	93551	661.273.7100
Palos Verdes Family and Immediate Care	26516 Crenshaw Boulevard	Palos Verdes	90274	310.541.7911
First Aid Urgent Care	9064 Van Nuys Boulevard	Panorama City	91402	818.892.9000
Valley Medical Urgent Care	15310 Roscoe Boulevard	Panorama City	91402	818.830.9999
Exer Medical	3160 E. Del Mar Boulevard, #110	Pasadena	91107	626.270.2240
HealthCare Partners Urgent Care Clinic +	797 S. Fair Oaks Avenue	Pasadena	91105	626.795.2244
Playa Vista Medical Center	6020 Seabluff Drive, #1	Playa Vista	90094	310.862.0400
Exer Medical	725 S. Pacific Coast Hwy.	Redondo Beach	90277	424.296.3100
Providence Medical Institute	520 N. Prospect Avenue, #102	Redondo Beach	90277	310.318.9992
Providence Medical Institute	1499 W. 1st Street	San Pedro	90732	310.831.9482
AFC Urgent Care of Santa Clarita	19042 Soledad Canyon Road	Santa Clarita	91351	661.251.6300
SmartClinic	19231 Soledad Canyon Road	Santa Clarita	91351	661.430.9040
Santa Monica Urgent Care	524 Colorado Avenue	Santa Monica	90401	310.394.2273
U.S. HealthWorks Medical Group	22840 Soledad Canyon Road	Saugus	91350	661.799.1776
Exer Medical	13303 Riverside Drive	Sherman Oaks	91423	818.722.3230
Mend Urgent Care	4849 Van Nuys Boulevard, #100	Sherman Oaks	91403	818.646.4928
Mend Urgent Care	4312 Woodman Avenue, #102	Sherman Oaks	91423	818.646.2562
VIP Urgent Care	18751 Ventura Boulevard, #100	Tarzana	91356	818.600.4144
Providence Medical Institute	2382 Crenshaw Boulevard, #5	Torrance	90501	310.618.9200
Providence Medical Institute	21311 Madrona Avenue, #100-C	Torrance	90503	310.792.4444
First Aid Urgent Care	7204 Foothill Boulevard	Tujunga	91042	818.352.8333
U.S. HealthWorks Medical Group	25733 Rye Canyon Road	Valencia	91355	661.295.2500
Venice Urgent Care	2006 Lincoln Boulevard	Venice	90291	323.396.2273
U.S. Healthworks Medical Group	3851 Soto Street	Vernon	90058	323.585.7162
SmartClinic	2707 E. Valley Boulevard, #116	West Covina	91792	626.581.1000
Adult + Pediatric Urgent Care	22950 Vanowen Street	West Hills	91307	818.887.2782

+ Available 24 hours.



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. Heritage Provider Network Achieves Highest Rankings from America's Physician Groups Excellence Survey 11 Years In A Row. Sep 26, 2018. <https://www.prnewswire.com/news-releases/heritage-provider-network-achieves-highest-rankings-from-americas-physician-groups-excellence-survey-11-years-in-a-row-300719345.html>
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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