

A photograph of a man and a young child sitting on a swing set in a park. The man is on the right, smiling broadly, and the child is on the left, also smiling. They are both holding onto the chains of the swing. The background is a blurred green field.

# Cigna **One Health**

Our shared focus: Your patients

Together, all the way.®

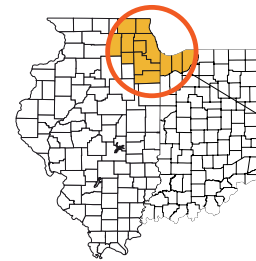




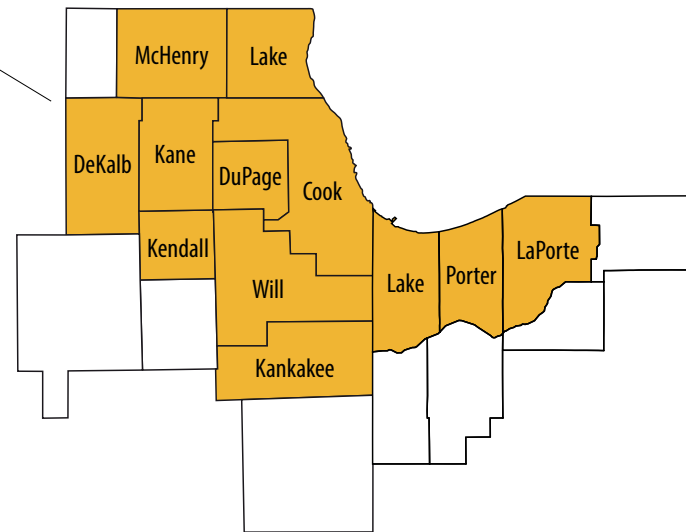
**Our new approach to health benefits.** Cigna One Health™ was designed exclusively for the Chicagoland area. An HMO plan paired with choices of community of care networks including quality-driven providers and hospital groups like yours. Participants get to select a primary care provider (PCP) that is aligned with a community of care network allowing the PCP to manage their coordinated care experience.

# COMMUNITY

A partnership that's  
local and personal



**The Cigna One Health  
Service Area**



**Cigna One Health community of care network options.**

- › Your patients who are enrolled in a Cigna One Health plan are encouraged to receive all of their care from you and the other providers in the Cigna One Health community of care network they have chosen.

However, services outside of this specific Cigna One Health community of care network will be covered as long as they are at a network participating provider in the larger Cigna One Health Network.

- › In an emergency, patients can go out-of-network and still receive coverage under their plan.<sup>1</sup>

1. For emergency medical conditions, as defined in the plan documents.

Continuity of care is best achieved by seeing providers within a single community of care network. However, if care is necessary outside that network, participants must stay within the larger Cigna One Health Network. Below are some examples of Cigna One Health's community of care networks.<sup>2</sup>

**AMITA Health**  
**Edward-Elmhurst Health**  
**Loyola Medicine**  
**NorthShore University HealthSystem**

**Northwest Community Healthcare**  
**Northwestern Medicine**  
**Rush Health**  
**Swedish Covenant Health**

**University of Chicago Medicine**  
**Community Healthcare System**  
**Chicago Health Colleagues (Palos Hospital)**

2. This listing is not all-inclusive. For a complete listing of providers and facilities, please refer to the provider directory at [Cigna.com/hcpdirectory](https://www.cigna.com/hcpdirectory) or call 800.88.Cigna.



# COVERAGE

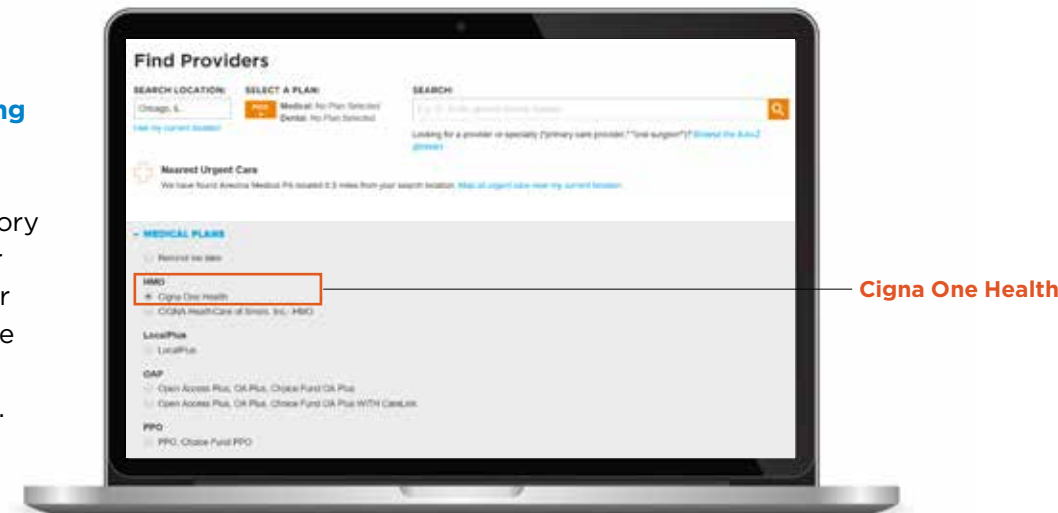
Based on the unique needs  
of your patients

**ID cards.** To make it easy, we have example ID cards of the Cigna One Health participants you may see in your office.



### Identifying participating providers in the Cigna One Health Network.

Use the provider directory at **CignaforHCP.com** or **Cigna.com** to find other participating health care providers and facilities (including laboratories).

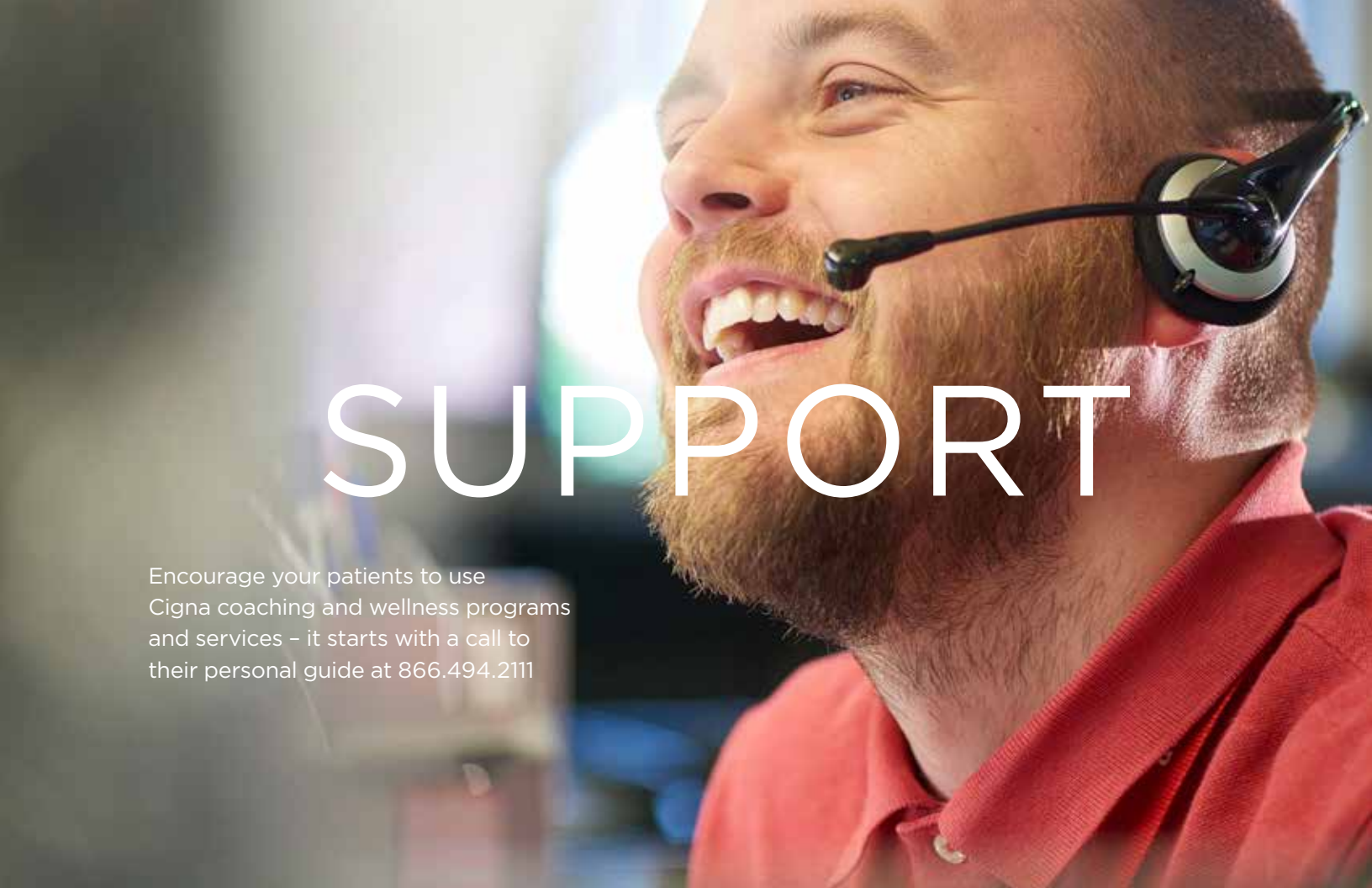




**Important plan information**  
for Chicago, Illinois.

<b>Plan aligned with the network</b>	Cigna One Health
<b>Plan type</b>	Health maintenance organization (HMO).
<b>Emergencies</b>	In-network and out-of-network coverage for emergency care. <sup>3</sup>
<b>Primary care provider (PCP) selection</b>	Required. Cigna One Health network-participating PCPs and specialists are responsible for ensuring their patients with this plan coverage have obtained a referral. Referral forms do not need to be submitted to Cigna. Please retain a copy of the patients' referral in your records.
<b>Specialists' referrals</b>	Select from health care providers participating in the Cigna One Health Network - referrals required.
<b>Precertification</b>	May be required for some services.
<b>Out-of-network coverage</b>	Visits to providers outside of the Cigna One Health Network are not covered by the plan, except in cases of emergency.
<b>National ancillary providers</b>	All Cigna-contracted national ancillary providers participate.
<b>Participating health care providers search</b>	<b>Cigna.com</b>

<sup>3</sup>. For emergency medical conditions as defined in the plan documents.



# SUPPORT

Encourage your patients to use Cigna coaching and wellness programs and services - it starts with a call to their personal guide at 866.494.2111



**We'll take it from here.** As a Cigna One Health customer, your patients can use One Guide® to speak with a personal guide who can engage them to support everything from pre-appointment planning to reinforcing your care plan through outreach. This helps make care more personal and cost effective for your patients and helps them take an active role in their care.

**We're here to:**

- › Help your patients understand their Cigna One Health plan to avoid surprises
- › Proactively connect them with clinical resources, nurses, health coaches and more
- › Work to engage them with your care plan
- › Resolve any questions with claims, pharmacy and other nonmedical matters
- › Help patients manage all aspects of their care and benefits

Your patients can call the number on their ID cards at any time to contact a personal guide.

**Key features.**

- › Behavioral health coverage including 24/7/365 crisis and emergency support
- › One Guide personal advocate service<sup>4</sup>
- › MotivateMe® wellness reward program<sup>4</sup>
- › 24/7 live customer support
- › Lifestyle programs for smoking cessation, weight loss and stress management<sup>5</sup>
- › Access to emergency care when traveling away from home

4. Optional program. 5. Included as component of Cigna Behavioral Health coverage.



866.494.2111 | [CignaforHCP.com](https://CignaforHCP.com)



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