

Navigating the Cigna PPO Network

When you're a Providence Health Plan member, you're never out of network.*

That's right, no matter where you live or might be traveling, you'll always have access to the medical care you need through our collaboration with Cigna Healthcare, utilizing their PPO network. It's all part of our commitment to offering you quality care options.

First Things First: Find a Provider

If you live outside of Oregon or are traveling, here are some simple steps to find in-network medical providers, pharmacies, and facilities nationwide:

- 01** Visit our online directory at ProvidenceHealthPlan.com/FindAProvider
- 02** Search using your member ID
- 03** Enter your zip code, then follow the steps to search by provider type, facility, or service

NOTE: Sometimes, Cigna PPO Network providers aren't familiar with Providence Health Plan. If they do not recognize your insurance card, have them call Providence Customer Service at **800-878-4445 (TTY: 711)**. This number is also listed on the back of your ID card.

With You Every Step of the Way

Other health plans offer access to care when you live out of state or are traveling, but with Providence you get so much more. Our collaboration with Cigna Healthcare isn't simply a travel network, you also have access to our integrated Providence Care Management team. It's open to all members and available at no cost.

Our care managers offer help with:

- Finding services that fit your needs
- Authorizations and referrals
- Coordination between providers
- And more...

To connect with Care Management services, call **800-662-1121 (TTY: 711)** or email us at CareManagement@Providence.org

Behavioral Health providers and clinics are available only through Providence Health Plan – not through Cigna's PPO network. To find an in-network behavioral health provider or clinic, call customer service at **800-878-4445 (TTY: 711)**.

*The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration.

Next: Information to Provide Your Cigna PPO Network Provider

Even providers need a bit of guidance from time to time. If they don't recognize your Providence ID card, here are some tips you can offer to make things easier for them, and you.

Explain to your provider that:

- 01** You have access to the Cigna PPO Network via a shared administration agreement between Cigna Healthcare and Providence. This is detailed on the back of your ID card.
- 02** To verify benefits or eligibility, they should NOT CALL Cigna Healthcare because they do not have benefits information for shared clients. They must call Providence Health Plan at **800-878-4445**.
- 03** Claims are sent to Cigna Healthcare first, then Cigna Healthcare communicates with Providence. Claim submission instructions are on the back of your ID card and should be sent to:



Cigna Healthcare, Payer ID# 62308
PO Box 188061
Chattanooga, TN 37422-8061



If you have any questions or concerns accessing the Cigna PPO Network, ***please do not call Cigna Healthcare directly.***

We're here to help you. Contact Providence Health Plan's Customer Service: **800-878-4445**, Monday – Friday, 8 a.m. to 5 p.m. (Pacific Time).

The Cigna PPO Network is only applicable to Oregon fully-insured plans and self-insured ASO groups with access to the Cigna network. Connect plans only have access to Cigna contracted rates and applies to the out-of-network benefit. It is not available to members on a Washington plan. Members with a Washington plan have access to the First Choice Health and/or First Health network. If you have questions about your benefits or network access, please contact Customer Service at the number above.

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