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## Laboratory Services - National Vendor

### Spectra East Inc

(800) 522-4662

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Spectra Laboratories Inc

(800) 433-3773

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### SMA Specialty Medical Lab

(215) 322-6590

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Quest Diagnostics Laboratory

10230 Artesia Blvd Ste 305  
Bellflower, CA 90706  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Quest Diagnostics Laboratory

11525 Brookshire Ave Ste 401  
Downey, CA 90241  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Quest Diagnostics Laboratory

10800 Paramount Blvd Ste 103  
Downey, CA 90241  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Quest Diagnostics Laboratory

8135 Painter Ave Ste 301  
Whittier, CA 90602  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Quest Diagnostics Laboratory

5418 La Palma Ave  
LA Palma, CA 90623  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Quest Diagnostics Laboratory

5830 Downey Ave  
Long Beach, CA 90805  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Quest Diagnostics Laboratory

15141 Whittier Blvd Ste 125  
Whittier, CA 90603  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### National Provider ID (NPI)

1386783637

### Quest Diagnostics Laboratory

3816 Woodruff Ave Ste 306  
Long Beach, CA 90808  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Quest Diagnostics Laboratory

10861 Cherry St Ste 201  
Los Alamitos, CA 90720  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Quest Diagnostics Laboratory

10747 Long Beach Blvd # 1  
Lynwood, CA 90262  
(866) 697-8378

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

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#### Source of Information and Frequency of Validation

Medical health care professional information addressing specialty, hospital affiliations, medical group affiliations, board certification, acceptance of new patients and languages spoken is obtained from an application that is completed and signed by the health care professional/facility (during credentialing). Physician board certification is validated through the American Board of Medical Specialties (ABMS), American Medical Association (AMA) or American Osteopathic Association (AOA). Information on the application is updated when the medical health care professional/facility notifies Cigna of changes or at least every three years.

Dental health care professional information addressing specialty, dental office/practice affiliations, acceptance of new patients and languages spoken is obtained from an application that is completed and signed by the health care professional (during credentialing). Information on the application is updated when the dental health care professional notifies Cigna of changes or at least every three years.

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**Quest Diagnostics  
Laboratory**

2229 W Palm Rd # C  
Anaheim , CA 92804  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

2720 N Harbor Blvd Ste 100  
Fullerton , CA 92835  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

1760 Termino Ave Ste 200  
Long Beach , CA 90804  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

2527 Via Campo  
Montebello , CA 90640  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

2880 Atlantic Ave Ste 270  
Long Beach , CA 90806  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO

**Quest Diagnostics  
Laboratory**

701 E 28th St Ste 310  
Long Beach , CA 90806  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

2650 Elm Ave # 101&102  
Long Beach , CA 90806  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

1120 W La Palma Ave Ste 7  
Anaheim , CA 92801  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

2928 Westminster Ave  
Seal Beach , CA 90740  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

17138 Colima Rd Ste A  
Hacienda Heights , CA  
91745  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

1043 Elm Ave Ste 410  
Long Beach , CA 90813  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**National Provider ID (NPI)**

1043238090

**Quest Diagnostics  
Laboratory**

1411 S Garfield Ave Ste 100  
Alhambra , CA 91801  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

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**Quest Diagnostics  
Laboratory**

1632 E Cesar Chavez Ave  
Los Angeles , CA 90033  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

420 E 3rd St Ste 802  
Los Angeles , CA 90013  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

1135 S Sunset Ave Ste 400  
West Covina , CA 91790  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

12665 Garden Grove Blvd  
Ste 714  
Garden Grove , CA 92843  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

416 W Las Tunas Dr Ste  
204  
San Gabriel , CA 91776  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

1041 E Yorba Linda Blvd  
Ste 208  
Placentia , CA 92870  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

15355 Brookhurst St # 102-  
108  
Westminster , CA 92683  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

1414 S Grand Ave Ste 180  
Los Angeles , CA 90015  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

1127 Wilshire Blvd #  
203&204  
Los Angeles , CA 90017  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

230 S Main St Ste 220  
Orange , CA 92868  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

17742 Beach Blvd Ste 228  
Huntington Beach , CA  
92647  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

2684 N Tustin St  
Orange , CA 92865  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

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**Quest Diagnostics  
Laboratory**

1310 W Stewart Dr Ste 304  
Orange , CA 92868  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

612 W Duarte Rd Ste 104  
Arcadia , CA 91007  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

1140 W La Veta Ave Ste  
570  
Orange , CA 92868  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

2105 Beverly Blvd Ste 105  
Los Angeles , CA 90057  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

1010 W La Veta Ave Ste  
140  
Orange , CA 92868  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

323 N Prairie Ave Ste 117  
Inglewood , CA 90301  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

4477 W 118th St Ste 102  
Hawthorne , CA 90250  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO

**Quest Diagnostics  
Laboratory**

18111 Bookhurst St # 2100  
Fountain Valley , CA 92708  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

11180 Warner Ave Ste 159  
Fountain Valley , CA 92708  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

301 W Huntington Dr Ste  
413  
Arcadia , CA 91007  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

18800 Main St Ste 206  
Huntington Beach , CA  
92648  
(866) 697-8378

Participates in: LocalPlus,  
OAPC, OAP, PPO, HMO

**Quest Diagnostics  
Laboratory**

50 Bellefontaine St Ste 101  
Pasadena , CA 91105  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**National Provider ID (NPI)**

1770501728

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**Quest Diagnostics  
Laboratory**

500 S Virgil Ave Ste 202  
Los Angeles , CA 90020  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

9900 Talbert Ave # 203  
Fountain Valley , CA 92708  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Bio-Reference  
Laboratories Inc**

(800) 229-5227

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**ClearPoint Diagnostic  
Laboratories**

(888) 628-8249

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**Cleveland HeartLab**

(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**MedFusion**

(855) 500-8535

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**UNILAB (now part of  
Quest Diagnostics)**

(800) 377-7220

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**LabCorp aka Laboratory  
Corporation of America**

11411 Brookshire Ave Ste  
408

Downey , CA 90241  
(562) 862-3941

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**LabCorp aka Laboratory  
Corporation of America**

7872 Walker St Ste 109  
LA Palma , CA 90623  
(714) 739-2391

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**LabCorp aka Laboratory  
Corporation of America**

3504 South St  
Lakewood , CA 90712  
(562) 630-6853

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**LabCorp aka Laboratory  
Corporation of America**

3680 E Imperial Hwy Ste  
320

Lynwood , CA 90262  
(310) 761-9524

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**LabCorp aka Laboratory  
Corporation of America**

10861 Cherry St Ste 200  
Los Alamitos , CA 90720  
(562) 431-4737

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**LabCorp aka Laboratory  
Corporation of America**

10601 Walker St Ste 250  
Cypress , CA 90630  
(714) 952-3795

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

**LabCorp aka Laboratory  
Corporation of America**

433 N 4th St Ste 201  
Montebello , CA 90640  
(323) 890-1842

Participates in: SureFit,  
LocalPlus, OAPC, OAP,  
PPO, HMO

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**LabCorp aka Laboratory Corporation of America**

3400 W Ball Rd Ste 104  
Anaheim , CA 92804  
(714) 484-9756

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

1950 Sunny Crest Dr Ste 1800  
Fullerton , CA 92835  
(714) 578-2930

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

220 Laguna Rd Ste 6  
Fullerton , CA 92835  
(714) 578-2930

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO

**LabCorp aka Laboratory Corporation of America**

1703 Termino Ave Ste 102  
Long Beach , CA 90804  
(562) 498-2100

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

2690 Pacific Ave Ste 330  
Long Beach , CA 90806  
(562) 988-5101

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

1019 W La Palma Ave Unit C  
Anaheim , CA 92801  
(714) 772-6138

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

1661 Golden Rain Rd  
Seal Beach , CA 90740  
(562) 795-6214

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

1190 Pacific Coast Hwy Ste C  
Seal Beach , CA 90740  
(562) 342-2101

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

9191 Westminster Ave # 104  
Garden Grove , CA 92844  
(714) 893-6304

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

1825 Cesar Chavez Ave  
Los Angeles , CA 90033  
(323) 441-0181

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

15064 Moran St  
Westminster , CA 92683  
(714) 894-4624

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

1135 S Sunset Ave Ste 403  
West Covina , CA 91790  
(626) 962-3858

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

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**LabCorp aka Laboratory Corporation of America**

12665 Garden Grove Blvd Ste 212  
Garden Grove , CA 92843  
(714) 539-0573

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

330 W Las Tunas Dr # 2  
San Gabriel , CA 91776  
(626) 457-8903

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

1400 S Grand Ave Ste 612  
Los Angeles , CA 90015  
(213) 745-8205

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

1201 N Rose Dr Ste 202  
Placentia , CA 92870  
(714) 577-0065

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

2007 Wilshire Blvd Ste 400  
Los Angeles , CA 90057  
(213) 413-0210

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

17822 Beach Blvd Ste 242  
Huntington Beach , CA 92647  
(714) 842-7404

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

622 W Duarte Rd Ste 303  
Arcadia , CA 91007  
(626) 294-9934

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

705 W La Veta Ave Ste 102  
Orange , CA 92868  
(714) 538-8844

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

501 E Hardy St Ste 150  
Inglewood , CA 90301  
(310) 672-1481

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

11633 Hawthorne Blvd Ste 215  
Hawthorne , CA 90250  
(310) 679-1029

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

**LabCorp aka Laboratory Corporation of America**

11180 Warner Ave Ste 155  
Fountain Valley , CA 92708  
(714) 751-1352

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO

**LabCorp aka Laboratory Corporation of America**

50 Alessandro Pl Ste A-10  
Pasadena , CA 91105  
(626) 535-9472

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

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Additional questions or problems with this transmission? Call us toll-free at 1-800-Cigna24 (1-800-244-6224).





Find out more about the doctors and services listed in the Cigna directory and read important notices and disclosures for your state, [https://hcpdirectory.cigna.com/assets/docs/hcpdirectory/disclaimer.html?WT.mc\\_id=PDF\\_DIR\\_Disclaimer&WT.z\\_dir\\_cc=HDC001](https://hcpdirectory.cigna.com/assets/docs/hcpdirectory/disclaimer.html?WT.mc_id=PDF_DIR_Disclaimer&WT.z_dir_cc=HDC001)

### LabCorp aka Laboratory Corporation of America

301 W Huntington Dr Ste 317  
Arcadia , CA 91007  
(626) 462-1914

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### LabCorp aka Laboratory Corporation of America

420 W Rowland St  
Covina , CA 91723  
(626) 339-6048

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### ACM Medical Laboratory Inc

(800) 525-5227

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### ProPath Laboratory

(800) 258-1253

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### ProPath Services

(800) 258-1253

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### ProPath Women's Services

(800) 258-1253

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### True Health Diagnostics

(877) 443-5227

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Boston Heart Diagnostics

(877) 425-1252

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Physicians Immunodiagnostic Laboratory

(818) 955-8477

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### National Provider ID (NPI)

1548225428

### PathGroup Labs LLC

(888) 745-5227

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

### Aegis Sciences Corporation

(800) 533-7052

Participates in: SureFit, LocalPlus, OAPC, OAP, PPO, HMO

## Laboratory Services

### Reproductive Partners Group / La Jolla Inc

13950 Milton Ave Ste 402  
Westminster , CA 92683  
(714) 702-3000

Participates in: LocalPlus, OAPC, OAP, PPO

### Pathology Inc

19951 Mariner Ave Ste 150  
Torrance , CA 90503  
(877) 922-7284

Participates in: LocalPlus, OAPC, OAP, PPO, HMO  
**National Provider ID (NPI)**

1235222001

## Reproductive Health Services

### Reproductive Partners Group / La Jolla Inc

13950 Milton Ave Ste 402  
Westminster , CA 92683  
(714) 702-3000

Participates in: LocalPlus, OAPC, OAP, PPO

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## Introduction

You choose  
your doctor.  
This guide  
can help.

### WHO WE ARE

- **Cigna** strives to keep you healthy. We are committed to giving you access to information, technology and support in making informed health care decisions.
- **We are where you are.** Cigna has a national presence, but we also have a local focus in most areas. This means local medical directors and health services representatives work to provide you with access to quality care.

### WHAT YOU CAN EXPECT

- **Convenient access to quality health care.** Before joining the Cigna network, health care professionals must meet Cigna standards through a process called credentialing. We regularly review credentials to help ensure they continue to meet these standards.
- **Responsive customer service.** Whether on our website, [www.cigna.com](http://www.cigna.com), by phone when you talk to a representative or through our automated telephone system, you have access to consistent and timely information about your plan – when it's convenient for you.

### ABOUT THIS DIRECTORY

The following pages list the doctors and other health care professionals in this area who participate in the Cigna network. An updated listing is always available at [www.cigna.com](http://www.cigna.com). You can use our online directory to:

- search for participating physicians, hospitals and other health care professionals.
- download your own personalized directory to have on hand when you need it.
- find hospital scores for specific conditions/procedures through Cigna “Centers of Excellence.”

The online directory is updated often, so visit it often. For more information, please visit [www.cigna.com](http://www.cigna.com) or call Cigna Customer Service at the toll-free number on your Cigna ID card.

**PLEASE NOTE:** The term “health care professional” includes the term “provider”.

Your personal doctor can serve as a source for advice and direction.

## WORKING WITH YOUR DOCTOR

We encourage you to choose a primary care physician (PCP) to be your personal doctor.

- Your personal doctor can serve as a “home base” for basic care – your source for advice and direction.
- Your personal doctor also coordinates your care - from preventive checkups and routine medical care to specialized care and hospitalizations.

## YOUR SUMMARY OF BENEFITS

Your *Summary of Benefits* gives you important information on the medical benefits and other types of services your plan covers. You should read your *Summary of Benefits* to determine whether you have prescription drug coverage, coverage for mental health and substance abuse, and/or vision care coverage as a part of your Cigna plan.

The listing of a doctor in this directory does not guarantee that the services provided by that doctor are covered under your specific medical plan. Check the materials which describe your particular plan benefits, or call Cigna Customer Service, for information about the services covered under your plan benefits. If you have questions or need assistance, please contact Customer Service at the toll-free telephone number listed in your enrollment materials or on your Cigna ID card.

Visit [www.cigna.com](http://www.cigna.com) to search for participating doctors, find information on preventive care and other health topics, and learn more about your plan’s benefits and programs.

## ***Health Care Professional Compensation***

Cigna is committed to keeping you informed about matters related to your health care plan. For that reason, we offer the following description of the way that Cigna compensates health care professionals (physicians, hospitals and other health care practitioners and facilities) that participate in our networks.

Cigna compensates health care professionals in ways that are intended to emphasize preventive care, promote quality care and ensure the appropriate and cost-effective use of covered medical services and supplies. Cigna reinforces this philosophy through utilization management decisions made by its medical directors and medical management staff. Cigna employees are encouraged to promote appropriate utilization of covered health care services and to discourage underutilization.

The methods by which participating health care professionals agree to be compensated are described generally here. The amount and type of compensation a health care professional agrees to accept may vary depending upon the type of plan. For example, a hospital may agree to accept less for services provided to patients enrolled in an HMO plan than to patients enrolled in other types of plans. In addition, Cigna may attempt in various ways to promote the use of participating health care professionals based upon quality and cost-effectiveness measures while assuring quality and access to covered services and supplies.

### **DISCOUNTED FEE FOR SERVICE:**

Payment for services is based on an agreed-upon discounted amount from the health care professional's bill.

### **CAPITATION:**

By mutual agreement, network physicians, physician/hospital organizations (PHOs) or other health care professional groups are paid a fixed amount (capitation) at regular intervals for each individual assigned to the physician, PHO or other health care professional groups, whether or not services are provided. This payment covers physician and/or, where applicable, hospital or other services covered under the benefits plan. Health care professional groups and PHOs may in turn compensate health care professionals using a variety of methods.

Capitation can offer health care professionals a predictable income, encourage physicians to keep people well through preventive care, eliminate the financial incentive to provide services that will not benefit the patient and reduce paperwork.

Cigna may also work with third parties that provide network management services. Under these arrangements, Cigna pays the third party a fixed monthly amount per individual for these services. Health care professionals are compensated by the third party for services provided to Cigna plan participants from the fixed amount. Compensation arrangements are agreed upon by the third parties and their contracted health care professionals, and may include discounted fee for service and capitation.

Some health care professionals and third parties that provide network management services may participate in a risk-sharing arrangement with Cigna; they agree on a target amount for the cost of certain services and share all or some of the amount by which costs are over or under the target. Services are monitored using criteria that may include accessibility, quality of care, customer satisfaction and appropriate and cost-effective use of medical services and supplies.

### **SALARY:**

Physicians and other health care professionals who are employed to work in Cigna's Arizona staff-model medical facility are paid a salary. The salary is decided in advance each year and is guaranteed regardless of the services provided. Physicians are eligible for a bonus at the end of the year based on performance, which is evaluated using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies.

### **BONUSES AND INCENTIVES:**

Some health care professionals may receive additional payments based on their performance, which is measured using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies. Health care professionals may also receive financial and/or nonfinancial incentives that promote utilization of cost-effective participating health care professionals (such as hospitals, labs, specialists and vendors) and covered drugs and supplies.

### **PER DIEM:**

A specific amount is paid to a hospital per day for all health care received. The per diem payment may vary by type of service and length of stay and the payment may in some cases be greater than the hospital's normal billed charges.

### **CASE RATE:**

A specific amount is paid for all health care received in the hospital for a given hospital stay (such as for a normal maternity delivery).

If you would like to find out which compensation method applies to services you receive from a health care professional, just ask the doctor's administrative staff. Cigna Customer Service is available to help with general questions at the toll-free telephone number on your Cigna ID card.