

Introducing Cigna – Multnomah's County's New PPO Plan!

When it comes to
your health,
we're in this
together.





WE'RE HERE FOR YOU

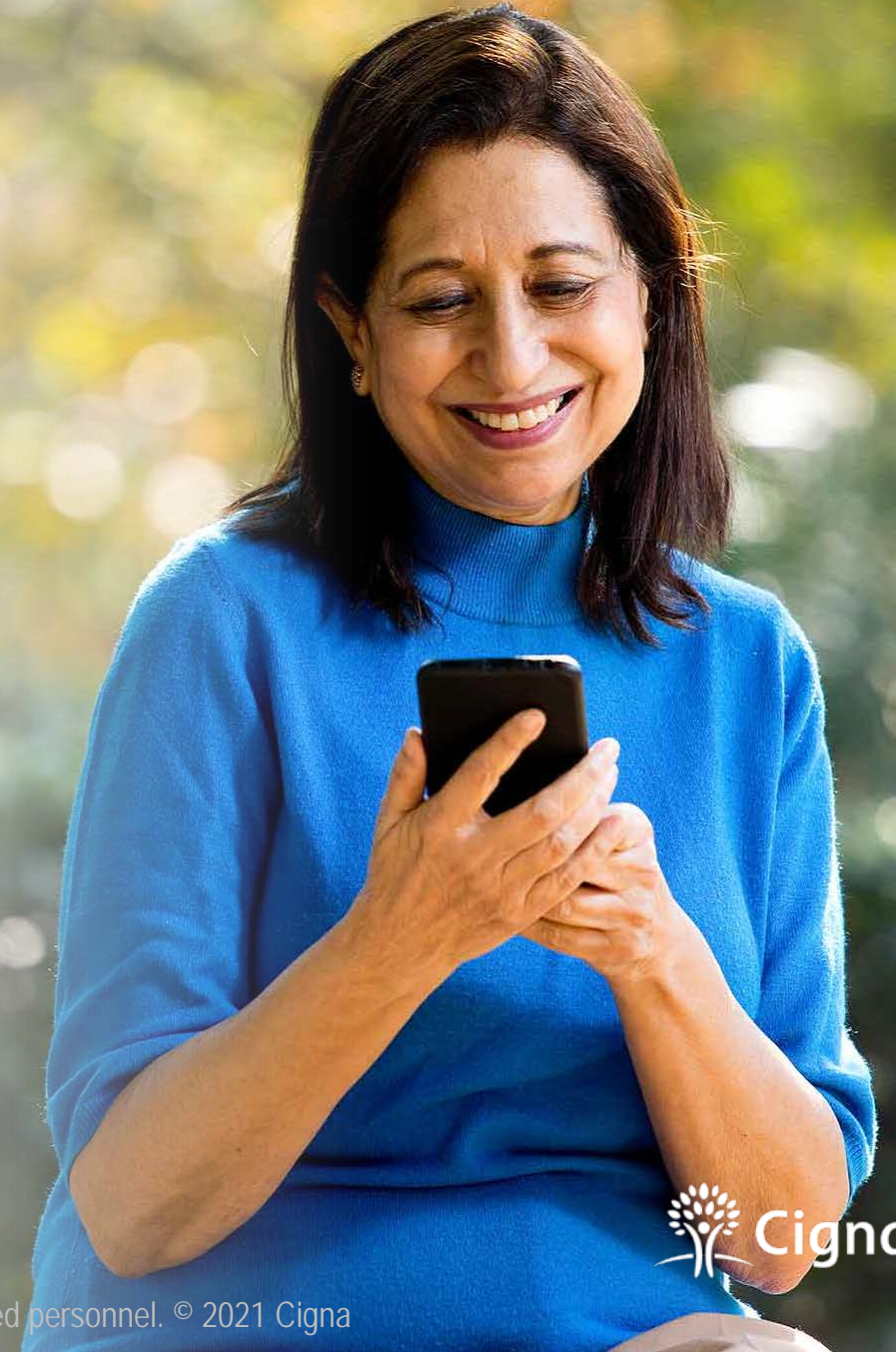


CIGNA ONE GUIDE®

Cigna One Guide helps you make informed choices and get the most from your plan, offering personalized support to help you stay healthy and save money.

During enrollment, we're just a call away to help:

- Answer questions about the basics of coverage for Cigna medical plans and products
- Identify the types of Cigna health plans available to you to help you choose the one that best meets your needs
- Find out if your doctors are in network to help you avoid unnecessary costs
- Get answers to any other questions you may have about the plans or provider networks available to you
- Pre-Enrollment Line Phone Number: 1.888.806.5042



Cigna One Guide®

After enrollment, personalized support helps you make smarter, informed choices and get health-related recommendations based on what matters most to you. It's our highest level of support that combines the ease of a powerful app, the web, and personal service via phone or live chat. One Guide personal support, tools and reminders can help you stay healthy and save money. Help from your One Guide team is always just a phone call or click away.

Understand your plan

- Know your coverage and how it works
- Get answers to your health care or plan questions

Get care

- Find an in-network doctor, lab or urgent care center
- Connect with health coaches and more
- Stay on track with appointments and preventive care
- Take advantage of dedicated one-on-one support for complex health situations

Manage Expenses

- Maximize your benefits by staying in network
- Get cost estimates and service comparisons to avoid surprises
- Check claim activity, with an option to pay your balance with participating providers

Once you have enrolled, start using the Cigna One Guide service by downloading the enhanced myCigna® App, by phone or live chat by registering on **myCigna.com®**.*



*The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply. Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2020 Cigna

myCigna

Your online home for assessment tools, plan management, medical updates and much more

- Click-to-chat with customer service
- Find in-network doctors and medical services
- View ID card information
- Review coverage
- Manage and track claims
- Compare cost and quality information for doctors and hospitals
- Access a variety of health and wellness tools and resources
- Sign up to receive alerts when new plan documents are available
- Complete Health Assessment
- Access My Health Assistant online coaching



You can scan to easily register your account and go to your app store and download the myCigna® App and access your account with just a fingerprint on any compatible device.



COMPARE AND SELECT PROVIDERS



Cigna Care Designation

Cigna evaluates in-network providers in the most common specialties. Only those who meet Cigna standards for both quality and cost efficiency receive the Cigna Care Designation.¹



Cigna Centers of Excellence

Cigna identifies hospitals as Centers of Excellence when they achieve the highest performance in both health outcomes and savings.¹

Indicates doctor with Cigna Care Designation

Shows cost-efficiency rating and other recognitions

Robert K. Smith, MD

Medical Group | 123 Main St. #100 Anytown, USA 12345 | (555) 123-4567

Specialties: Internal Medicine

Cigna Care Designation

Cigna Care Network - Tier 1 Provider

Cost Efficiency Rating: ★★ ★

Years in Practice: 22

Hospital Affiliations (2): see all

New Patient Office Visit

\$167

ESTIMATED OUT-OF-POCKET COST

Show Math

✓ In-Network

✓ Accepting new patients

Select PCP

Example for illustrative purposes only. Actual costs will vary.

1. Quality designations, cost-efficiency and other information found in Cigna’s online provider directories reflect a partial assessment of quality and should not be the sole basis for decision making (as such measures have a risk of error). They are not a guarantee of the quality of care that will be provided to individual patients. You are encouraged to consider all relevant factors and consult with your doctor when selecting a health care provider. Health care providers who participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. Providers are not agents of Cigna.



24/7 customer assistance

We're a phone call away

Anytime we're needed, you can call the toll-free number printed on the back of your Cigna ID card. Your ID card is also available digitally on the myCigna app.

Reach us
24 hours a day,
seven days
a week.

Get answers to
health, claims
and benefit
questions.

Ask for a Spanish-
speaking service
representative, or
someone who can
translate one of
200 languages.

Order an ID card,
update insurance
information and
check claim
status.



Health Information Line

Call the Health Information Line 24 hours a day, seven days a week. Speak with a clinician trained as a nurse who is ready to provide medical guidance and help answer health questions like how to treat a twisted ankle or a child's fever. This toll-free number is printed on the back of your Cigna ID card.

- Get information to help you decide where and when you should get treatment for immediate health care needs.
- Call if you need general health information or have a specific health concern.
- You can also listen to hundreds of podcasts to help you stay informed about your health.

Select a topic and listen via live-stream on your computer via **myCigna.com®**.



Product availability may vary by location and plan type and is subject to change. All group health benefit plans and health insurance policies contain exclusions and limitations. For costs and complete details of coverage, see your plan documents or contact your Cigna representative.

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