

## **Your Medical Plan administrator will change from Moda to Cigna in 2022.**

**Benefit News** - Last fall, the Multnomah County Employee Benefits Office began a due diligence review of the County's Preferred Provider Organization (PPO) and pharmacy programs currently administered by Moda and Welldyne.

The final bidding process has just concluded and Cigna has been chosen as the County's PPO vendor to replace Moda effective 1/1/22.

Here are the highlights:

- 24/7/365 live customer service
- Personalized health care:
  - Personal Guides - Cigna agents that assist with your everyday needs, and work across Cigna depts.
  - My Personal Champion - special assistance when you are experiencing complex medical situations
- Access to a **national** provider network
- Strong network provider match, similar to our current Moda provider network
  - Provider search tool with both cost and quality information, adding fields for finding diverse providers this year
- Cigna is working to recruit Moda providers not currently in their network
- Cigna offers coverage with local hospitals: Legacy, Providence, OHSU & affiliates, Portland Adventist, Tuality, PeaceHealth
- Wellness digital platform
- Focused initiatives around diversity, equity, and inclusion in health care

### [About Cigna:](#)

Cigna is an innovative, global leader in health care, with its U.S. headquarters in Bloomfield, CT. The Cigna account management team supporting Multnomah County will be based in both Portland and Seattle. The 24/7/365 customer service center is based in Chattanooga, TN.