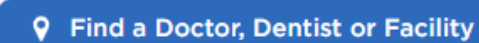


Tutorial Guide for Cigna.

ISO Student Health Insurance cooperates with the Cigna network provider, which have thousands of in-network doctors and hospitals with the United States.

In the Cigna network, there are several ways to find in-network doctors/hospitals in your area. Below is a quick tutorial guide of finding in-network doctors/hospitals.

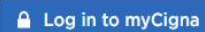
Cigna website: <https://www.cigna.com/>

1. Click on: 



Individuals and Families Employers and Brokers Health Care Providers | About Us



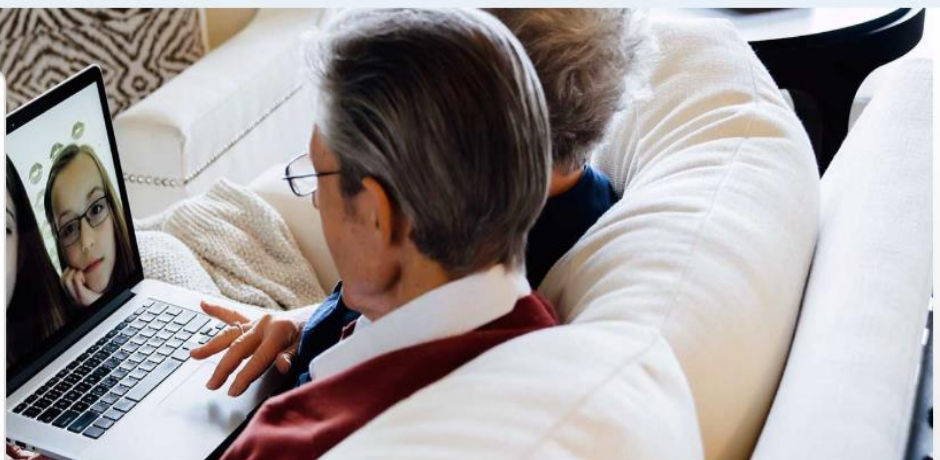


Please note: Our call and chat response times are longer than usual because of increased volume. As a reminder, you can [log in to myCigna](#) 24/7 to access your coverage and claims information, or visit our [Coronavirus Resource Center](#) for frequently asked questions.

Coronavirus Resource Center

Find information on your benefits and learn what you can do to stay healthy.

[Visit our COVID-19 Resource Center](#) 



2. Click on: "Employer or school" to continue.

How are you Covered?

Three selection options for insurance coverage:

- Employer or School** (highlighted with a red box)
- Healthcare.gov or Direct Purchase
- Medicare

Front of your Insurance Card:

Back of your Insurance Card:

Diagram showing the front and back of an insurance card with callouts:

- Cigna Network** (points to Cigna PPO logo)
- Pharmacy network information** (points to RX BIN, RX GROUP, and RX PCN)
- Our claim department contact information** (points to Wellfleet: 855.664.5837)

Front of Insurance Card:

ISO

NAME: John Doe

COPAY: SHC: \$0 • ER: \$250
PCP/SPECIALIST/URGENT CARE: \$20/\$20/\$50
RX BIN: 012882 • RX GROUP: KU029 • RX PCN: KPP
ANNUAL DEDUCTIBLE: \$50 NO REFERRAL REQUIRED

INSURANCE ID: [REDACTED]

EFFECTIVE DATE: [REDACTED]

POLICY NUMBER: [REDACTED]

CIGNA GROUP NUMBER: 0224925

CLAIM STATUS AND ELIGIBILITY: Wellfleet: 855.664.5837

PHARMACY HELP DESK: 888.265.7884

BEHAVIOR HEALTH COUNSELLING HOTLINE: CareConnect: 888.857.5462

POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE

Back of Insurance Card:

FOR CARE COORDINATION, SEEK CARE FROM YOUR STUDENT HEALTH CENTER, IF AVAILABLE.

TRAVEL ASSISTANCE SERVICE ONLY: **AWAY FROM HOME CARE**
Inside US/Canada: 866.509.7715 | International Call: 603.328.1728

PRE-CERTIFICATION REQUIRED: Wellfleet: 855.664.5837
Pre-certification does not guarantee coverage or payment

CLAIM STATUS AND ELIGIBILITY: Wellfleet: 855.664.5837

BENEFITS ARE NOT INSURED BY CIGNA OR AFFILIATES. FORWARD ALL CLAIMS TO:

Cigna PPO, PO Box 188061
Chattanooga, TN 37422-8061
EDI Payer ID: 62308
Cigna Providers: www.cigna.com

Correspondence/Non PPO:
Wellfleet, PO Box 15369
Springfield, MA 01115-1536
EDI Payer ID: 87843
www.wellfleet-iso.com

3. On this page, put your zip code and choose type of doctors such as Primary Care/ Urgent Care/ Specialist/ Hospital etc., so you can narrow down the search results for doctors.

Find a Doctor, Dentist, or Facility in

New York, NY 10001

Doctor by Type Doctor by Name Locations

Enter a specialty or type of doctor

Popular Doctor Types

- Primary Care Provider (PCP)
- Family Doctor
- Dentist
- Child's Dentist
- Behavioral Health Counselor
- Cardiovascular Disease (Cardiology) Doctor
- Dermatology (Skin) Doctor
- Gastroenterology (GI) Doctor

Examples

When looking for an Urgent Care: You can locate an Urgent Care facility by clicking on “Locations”. Next, look at the “Common Locations” and click on “Urgent Care Facility”. Then you will be directed to a list of providers in your area. As shown below:

Find a Doctor, Dentist, or Facility in

New York, NY 10001

Doctor by Type Doctor by Name **Locations**

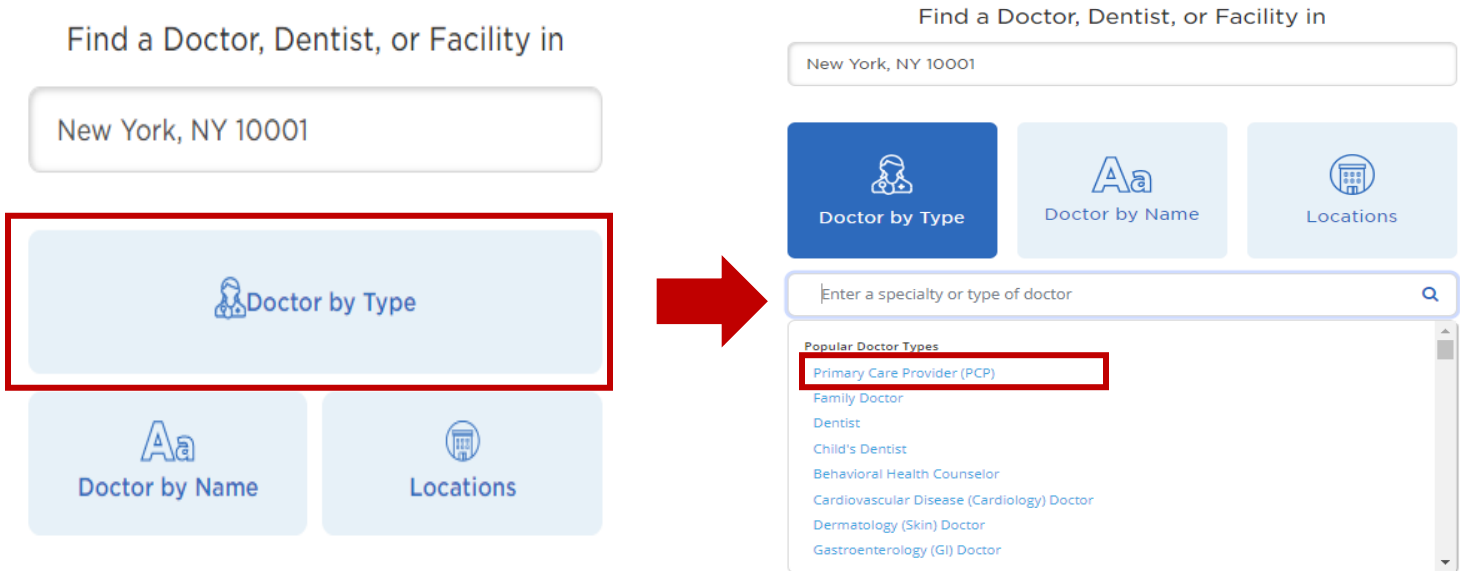
Search Locations

Enter a health care facility name or type

Common Locations

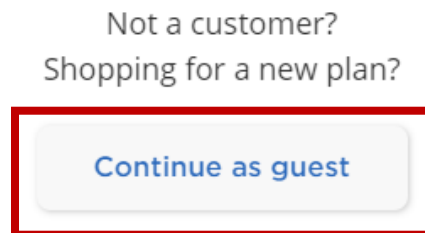
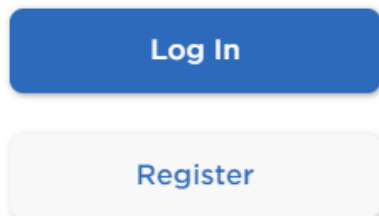
- Urgent Care Facility**
- Behavioral Health Facility / Counseling
- Convenience Care Clinics (Retail/Pharmacy)
- Hospital / Medical Center
- Hospital / Medical Center: Cigna Center of Excellence
- Imaging (Radiology) Facilities - Advanced (MRI, CT, CTA, SPECT)
- Imaging (Radiology) Facilities - Mammograms
- Imaging (Radiology) Facilities - Simple (X-ray, Ultrasound)
- Lab Testing Facility
- Outpatient Surgery Center
- Pharmacy
- Physical Therapy (PT)

When looking for a Primary Care Physician: You can locate a Primary Care Physician by clicking on “Doctor by Type”. Next, you can insert in the type of doctor you want. Or you can choose from “Popular doctor types”.



4. To proceed click “Continue as guest”. (Please note that ISO members do not need to log in or register, proceed by clicking “Continue as guest”)

Login/Register



5. Fill in the “I Live in” with your address City, State, or Zip code, then click “Continue”

Please Select a Plan

I Live in

[Search Again](#) [Continue](#)

[Continue without a plan](#)

6. Under “Please Select a Plan”, select PPO. (Note: The network name may appear differently in different geographical areas.)

Please Select a Plan

HMO

[CIGNA HealthCare of New York, Inc.](#)

[Metro NY Seamless Network](#)

OAP


[Open Access Plus, OA plus, Choice Fund OA Plus](#)

[Open Access Plus, OA plus, Choice Fund OA Plus WITH CareLink](#)

PPO

[PPO, Choice Fund PPO](#)

Sample of how your list results will look like:

Find a Doctor, Dentist, or Facility

dividuals and Families | Employers and Brokers | Health Care Providers | About Us

477 In-Network results for Primary Care Provider (PCP) near [New York, NY 10001](#)

Medical Plan: PPO, Choice Fund PPO | [Change Plan](#)

Sort: Best Match | Filter by: Specialties | More Options

Alice V. Coghill, MD

Midtown Primary Care | 450 Fashion Ave # 3099 New York, NY 10123 | (212) 244-4520

Specialties: Internal Medicine | **Hospitals:** Not Available

Years in Practice: 41 Cigna Care Designation Quality Ratings: see all	Log in to see cost details Log In	With selected plan... ✓ Tier 1 Provider ✓ Accepting new patients
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Gagan D. Sahni, MD

Four Hundred Fifty Seventh Ave Medical PC | 450 7th Ave Ste 309 New York, NY 10123 | (212) 594-0423

Specialties (2): Cardiovascular Disease, Internal Medicine | **Hospitals:** Jamaica Hospital Medical Center

Years in Practice: 22 Cigna Care Designation Quality Ratings: see all	Log in to see cost details Log In	With selected plan... ✓ Tier 1 Provider ✓ Accepting new patients
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Joyce F. Fogel, MD

Beth Israel Medical Group Of Mount Sinai | 275 8th Ave New York, NY 10011 | (212) 463-0101

Specialties (2): Geriatric Medicine, Internal Medicine | **Hospitals (2):** Mount Sinai Beth Israel...[see all](#)

Years in Practice: 38 Cigna Care Designation Quality Ratings: see all	Log in to see cost details Log In	With selected plan... ✓ Tier 1 Provider ✓ Accepting new patients
---	--	--

7. Call the provider directly to schedule the appointment and mention your insurance plan uses the Cigna PPO Network.