FINDING A PROVIDER IN OUR ONLINE DIRECTORY

A step-by-step guide for all City of San Diego employees.

Search our directory to find providers using this step-by-step guide before you enroll.

STEP 1 – Go to cosd.cigna.com

STEP 2 – Select one of the three plan options listed and click on “view details.”

1. Cigna Southern California Select HMO plan (CoSO internal plan name – Cigna Scripps Select HMO) View Details
2. Cigna Southern California HMO plan (CoSO internal plan name – Cigna HMO) View Details
3. Cigna Open Access Plus plan (CoSO internal plan name – Cigna OAP) View Details

STEP 3 – Click on “go directly to the provider directory with this plan selection” under your plan of choice.

Go directly to the provider directory with this plan selection.

STEP 4 – Enter the Address, City or Zip of the doctor, dentist or facility.

STEP 5 – Select Doctor by Type and enter a specialty or type of doctor. (A drop-down of selections will appear for your convenience.)

To search Doctor by Type

To search Doctor by Name

You may be prompted to select the type of provider you are looking for

What type of provider are you looking for?

Doctors Dentists Behavioral

To search by Facility Location

STEP 5 – Select Health Facilities and enter the health care facility name or type you are looking for. (A drop-down of selections will appear for your convenience.)

Together, all the way.
**STEP 6** - Choose **Continue as guest**; be sure not to select “Continue without a plan,” if prompted, since different plans might have different in-network providers. Your search results will appear.

**STEP 7** - Select a provider from the list displayed. Here, you will also find the Medical Group associated with the provider and can select **See affiliated doctors**.

*If you're enrolling for the first time*, take note of the **PCP ID #** (including any zeros); you will want to identify this when you enroll. For some plans, a PCP selection is required. If you do not identify a PCP while enrolling, one will be auto-assigned to you. You can change your PCP at any time by calling Cigna customer service 24/7/365 at **800.244.6224**. See additional details below.

**Scroll down to find the PCP ID.**

You can select **change plan** to search by a different plan type. Please check with your employer or Cigna Engagement Advisor to confirm the plan(s) you are offered.

With the Southern California Select HMO plan (CoSD internal plan name - Cigna Scripps Select HMO), you and each member on the plan have the option to choose a primary care physician (PCP) from any one of the five provider groups in the Southern California Select Network: Hoag (Orange County), Optum (Los Angeles County), PrimeCare (Riverside and San Bernardino Counties), Providence St. Joseph Health (Orange County) or Scripps Health (San Diego County). Your PCP selection determines the provider group with which you are aligned. Each covered plan member can select a different PCP with any of the five provider groups. Once a PCP is selected, you should receive care from the provider group with which your PCP is aligned. Generally, your PCP will refer you to providers within the physician network that they are aligned to.** When needed, your PCP may refer you to other in-network specialists or facilities at another physician network within the larger network. If you choose to see a physician or facility outside of the network, your care will be considered out-of-network and will not be covered except in the case of emergency or urgent care services.** If you would like to change your PCP, call Cigna One Guide® at **800.244.6224** for assistance.

**Questions? Call our pre-enrollment line at 888.806.5042.**

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*Plans may be limited geographically. Providers are located throughout the majority of the counties. Not all providers may be in the Southern California Select Network. Please access the Cigna provider directory on Cigna.com or call 800.244.6224. **Specific providers such as OB/GYNs and behavioral providers can be seen without a referral. See your plan documents for details or call 800.244.6224. ***Eligible out-of-network emergency and urgent care services (as defined in the plan documents) are covered at the in-network benefit level. The providers and facilities that participate in the Cigna network are independent practitioners solely responsible for the treatment provided to their patients. They are not agents of Cigna. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents or contact a Cigna representative.

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