

FINDING A PROVIDER IN OUR ONLINE DIRECTORY

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

Search our directory to find a physician, specialist or facility in a few simple steps.

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 <small>(CoSD internal plan name – Cigna Scripps Select HMO)</small>	View Details
2.	Cigna Southern California HMO plan <small>(CoSD internal plan name – Cigna HMO)</small>	View Details
3.	Cigna Open Access Plus plan <small>(CoSD internal plan name – Cigna OAP)</small>	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.

Find a Doctor, Dentist, or Facility in

To search **Doctor by Type**

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

↓

Doctor by Type Doctor by Name Locations

Enter a specialty or type of doctor

Popular Doctor Types

- Primary Care Provider (PCP)
- Family Doctor
- Dentist

To search **Doctor by Name**

STEP 5 – Select **Doctor by Name** and enter the doctor’s name in the search field.

↓

Doctor by Type **Doctor by Name** Locations

Enter a doctor's name

And the type of provider you are looking for

What type of provider are you looking for?

Doctors Dentists Behavioral

To search **Location**

STEP 5 – Select **Locations** and enter the health care facility name or type you are looking for i.e., Urgent care, behavioral health, chiropractor, lab. (A drop-down of selections will appear for your convenience.)

↓

Doctor by Type Doctor by Name **Locations**

Enter a health care facility name or type

Common Locations

- Urgent Care Facility
- Behavioral Health Facility / Counseling
- Convenience Care Clinics (Retail/Pharmacy)

Together, all the way.®



Offered by Cigna Health and Life Insurance Company or Cigna Health Care of California, Inc.

STEP 6 – 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 you 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 (for plans that a PCP is required). You can change your PCP if you would like, see 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 Cigna 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 PCP from any one of the four provider groups in the Southern California Select Network, including: HealthCare Partners (Los Angeles County), St. Joseph Hoag Health (Orange County), Scripps Health (San Diego County) or PrimeCare (Riverside and San Bernardino counties). **Once a PCP is selected, you should receive care from the provider group with which your PCP is aligned. 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. ***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 would like to change your PCP, call Cigna One Guide® at 800.244.6224 for assistance.

- Cigna SureFit®**
 - Cigna SureFit Southern California
- HMO, HMO POS, Network, Network POS**
 - Southern California
- HMO, Network**
 - Southern California Select (St Joseph Hoag Health, Scripps Health, HealthCare Partners, PrimeCare)
- LocalPlus, LocalPlus HDHP, LocalPlus IN, LocalPlus IN HDHP**
 - LocalPlus
- OAP, OAP HDHP, OAPIN, OAPIN HDHP**
 - Open Access Plus, Open Access Plus Tiered
 - Open Access Plus, Open Access Plus Tiered with CareLink
- PPO, PPO HDHP, EPO, EPO HDHP**
 - PPO, PPO Tiered

Questions? Call our pre-enrollment line at 888.806.5042.



*Plans may be limited geographically. Providers are located throughout the majority of the counties. Not all providers may be in the Southern California Select HMO Network. Please access the Cigna provider directory on Cigna.com. **Eligible out-of-network emergency and urgent care services (as defined in the plan documents) are covered at the in-network benefit level. ***Specific providers such as OB/GYNs can be seen without a referral. See your plan documents for details.

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, view your plan materials.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company and HMO or service company subsidiaries of Cigna Health Corporation, including Cigna HealthCare of California, Inc. The Cigna name, logo and other Cigna marks are owned by Cigna Intellectual Property, Inc.