

Question: I want to keep my medical doctor. How can I make sure he/she is in the Cigna network?

Answer: Stottler Henke Associates' medical plans use the Cigna Open Access Plus (OAP) network. You can see if your doctor is participating by checking online or calling Cigna directly:

- 1) **Online:** Go to the website <http://hcpdirectory.cigna.com/web/public/providers> and click Doctors. Input your Search Location as city/state or zip code. Select a Plan by picking "Open Access Plus, OA Plus, Choice Fund OA Plus" as the Medical Plan. Look for your doctor by name or browse doctors by specialty.
- 2) **Call:** Cigna Customer Service at 866-494-2111

Question: I have treatment scheduled with my doctor after June 1st, and he/she is not in the Cigna network. What do I do?

Answer: If you have an acute medical condition such as pregnancy, cancer, or trauma, you can apply for Transition of Care coverage. Transition of Care coverage allows you to continue to receive services from doctors not in the Cigna network, covered at network level, for certain medical conditions. You can read more about and apply for Transition of Care coverage in the attached pamphlet.

Question: I have a Primary Care Physician (PCP) I want to stay with. How do I make sure Cigna is aware of this?

Answer: Stottler Henke Associates' medical plans do not require you to designate a PCP, but you are welcome to do so if you like. You can call Cigna at 866-494-2111 beginning June 1st to have a PCP noted on your file. Adding a PCP to your fill will also send a new ID card to you showing your PCP's name.

Question: I receive prescriptions through mail order. How do I switch these over to Cigna's Home Delivery Pharmacy?

Answer: You can choose the ordering method that's best for you:

- 1) **Electronic:** Ask your doctor's office to send your prescription to us electronically.
- 2) **Phone:** Call Cigna at 800-285-4812 with your medication, doctor's name and payment information ready. We'll request a prescription from your doctor for a 90-day supply with refills.
- 3) **Mail:** Request a prescription from your doctor for a 90-day supply with refills. Complete the attached order form and mail it to Cigna with your prescription and payment.

Question: I have satisfied some of my 2016 deductible or out-of-pocket with Aetna. How can I get credit for this with Cigna?

Answer: You can print a copy of your most recent Aetna Healthcare Explanation of Benefits (EOB) and provide it to your HR person. If you have medical care through May, you may want to wait until all your claims have been processed by Aetna so the EOB will show the most up-to-date totals. Your HR person will forward your Aetna EOB to Cigna, and Cigna will update your file to show credit for the 2016 deductible and/or out-of-pocket you met with Aetna.