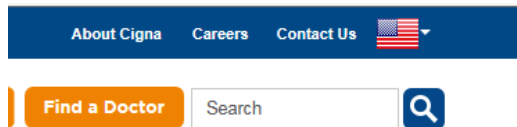


How do I find out if my provider is in the network?

IMPORTANT NOTICE: St. Bernard's and NEA providers, including psychiatrists and physical therapists are in the Cigna network, but may not be listed on the Cigna website, as Cigna contracts with St. Bernard's and NEA Baptist, not with the individual providers who are employees of St. Bernard's and NEA. For other providers please follow the instructions below:

Go to www.Cigna.com

Select *Find a Doctor* (located on the top right of screen)



Select the box/selection that states if your insurance is provided by work or school (*Orange Box*)



Select *Doctors* or *Hospital, Pharmacy or Facility*, and enter the zip or city/state



Move to the *Plan* tab (drop-down box) and select *Open Access Plus*



You can then either enter the specific provider name and/or do a general search by provider type, for example *primary care* physician.



What if I my doctor/facility is out-of-network?

If your provider is not in-network, you may consider changing providers to an in-network Cigna provider. Though you may continue to see an out-of-network provider, you will be subject to a separate out-of-network deductible, a higher co-insurance and will be responsible for charges above “reasonable and customary”. If you would like Cigna to recruit your provider to the Cigna network, you may nominate that provider by completing the [Medical Provider Nomination Form](#) and returning it to Cigna. Every attempt will be made to reach out to your provider to join the CIGNA network. The form may be emailed to ASUSARProvider@cigna.com.

What is the likelihood that my doctor or facility will be recruited into the Cigna network?

Cigna has had proven success recruiting providers and facilities into its network. It is optimistic that the success rate will be high.

What if my doctor/facility is not in the Cigna network and I am in the middle of treatment?

If you are under **active treatment on January 1, 2017**, with a physician who was in-network with Blue Advantage but is not in-network with Cigna, you may qualify for *Transition of Care*. If approved, you will be allowed to continue to receive services for specified medical and behavioral conditions with this out-of-network provider/facility at in-network coverage levels for a specified period of time. Please review the [Transition of Care brochure](#) for more information.