

# KNOW BEFORE YOU GO

## When you need care, you have choices.

Enjoy access to St. Joseph Hoag Health physicians throughout Orange County with the **Southern California Select plan**. Receive care from award-winning health systems<sup>1</sup> at St. Joseph Hoag Health while enjoying personalized health plan services from Cigna.

In this plan, you choose a primary care physician (PCP) to take care of your routine medical needs and guide your care. Your PCP will refer you to specialists when needed.<sup>2</sup> If you need care that is not life threatening when your doctor's office is closed or unavailable, there are several options.

**To save money (and often time), use the chart below to help you choose the level of care that meets your needs.**

	HEALTH INFORMATION LINE	YOUR PRIMARY CARE PHYSICIAN'S OFFICE	CIGNA TELEHEALTH CONNECTION <sup>3</sup>	URGENT CARE CENTER	HOSPITAL-BASED <sup>4</sup> EMERGENCY ROOM (ER)
WHEN	<b>For information only. Medical advice is not provided.</b>	Your first call for non-life-threatening issues	For non-life-threatening care anytime, almost anywhere	For non-life-threatening urgent medical needs	For life-threatening illnesses or injuries
GENERAL INFO AND AVAILABILITY	<ul style="list-style-type: none"> <li>Clinicians are a phone call away. Call the number on the back of your ID card to ask questions or get more information about your care options.</li> <li>Available 24/7/365</li> </ul>	<ul style="list-style-type: none"> <li>In-person visits for anything non-life-threatening</li> <li>Your PCP will get to know your needs and your medical history, and will refer you to in-network specialists</li> <li>Often offers same-day or next-day appointments</li> <li>Some offices may offer extended or Saturday hours</li> </ul>	<ul style="list-style-type: none"> <li>Call or video chat with a board-certified provider through Cigna Telehealth Connection</li> <li>Available 24/7/365. To access your telehealth options, log in to <b>myCigna.com</b>, click on "Find Care and Costs" and select "Cigna Telehealth Connection"</li> </ul>	<ul style="list-style-type: none"> <li>Staffed by nurses and doctors</li> <li>Accepts walk-ins</li> <li>Often open nights and weekends</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7/365 for immediate treatment of critical injuries or illness</li> <li>No appointment needed</li> <li>Wait times may be long for non-life-threatening conditions<sup>5</sup></li> </ul>
TREATMENT EXAMPLES	<ul style="list-style-type: none"> <li>Clinicians provide medical information and guidance to help you with your health care needs</li> <li>For information about common non-life-threatening illnesses</li> <li>Clinicians provide education and support to help you with:                             <ul style="list-style-type: none"> <li>Navigating the health care system</li> <li>Helpful health and medical information</li> <li>Getting care in the right setting in the right time frame</li> <li>Information on self-help and home care</li> <li>Finding in-network health care providers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Treats almost any kind of non-life-threatening injury or illness</li> <li>Preventive care/check-ups</li> <li>Vaccines and screenings</li> </ul>	<ul style="list-style-type: none"> <li>Get the care you need – including most prescriptions (when appropriate) – for a wide range of minor, non-life-threatening conditions:                             <ul style="list-style-type: none"> <li>Allergies</li> <li>Colds</li> <li>Flus</li> <li>Ear infections</li> <li>Fevers</li> <li>Headaches</li> <li>Sore throats</li> <li>Rash</li> <li>Acne</li> <li>UTI and more</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Sports injuries</li> <li>Minor cuts, sprains, burns, rashes</li> <li>Fever and flu symptoms</li> <li>Headaches</li> <li>Lower back and joint pain</li> <li>Digital x-rays</li> <li>Minor respiratory symptoms</li> <li>UTI and more</li> </ul>	For traumatic, serious and life-threatening illnesses or injuries: <ul style="list-style-type: none"> <li>Chest pain</li> <li>Head injuries</li> <li>Heavy bleeding/deep cuts</li> <li>Shortness of breath</li> <li>Seizures</li> <li>Broken bones</li> </ul>
COST	Included with your Southern California Select plan at no extra cost	Refer to your ID card for PCP office visit benefit Lower cost option	The same as your PCP	Depending on services provided, costs are typically lower than an ER visit	Highest cost option

**If you are in doubt about the severity of your injury or illness, you should go to a hospital-based ER. Please consult your pediatrician for guidance on children under age five. For questions about your plan, call 800.244.6224.**



You and each member on your plan can be aligned to any one of three provider groups with the Southern California Select plan: HealthCare Partners in Los Angeles County, St. Joseph Hoag Health in Orange County or Scripps Health in San Diego County.<sup>6</sup> You can make this selection during enrollment or after your plan effective date on **myCigna.com** the myCigna App, the change will take effect the first of the following month. You can also do so by calling the number on the back of your ID card.

Selecting a PCP with St. Joseph Hoag Health provides you with access to over 500 primary care physicians and 1,100 specialists across Orange County.<sup>6</sup> You will want to receive care from providers and facilities in this group to stay in-network. In the case of an emergency access the nearest emergency care facility.<sup>7</sup> To see what physicians and facilities are in network pre-enrollment, go to **Cigna.com** and click on “Find a Doctor, Dentist or Facility” at the top of the page.

1. Under “Not a Cigna Customer Yet?” select “Plans through your employer or school.”
2. Under “Find Providers,” enter your search location (i.e., Orange, CA or your zip code) and then click on the “Pick” drop down box and select “Medical Plans.”  
If your home zip code/town is not available in the HMO/Network – Southern CA Select, enter your work location in Orange, Los Angeles or San Diego Counties when looking for a PCP.
3. Under HMO select “Southern CA Select (St. Joseph Hoag Health Select Plan, Scripps Select Plan, HealthCare Partners Select Plan)” and select “Choose.”
4. In the “Search” box, enter the details for your search (PCP, etc.).

If you are already a member of the Southern California Select plan, log in to **myCigna.com** to access the provider directory.

You and each member on your plan have the option to be aligned with one of two other provider groups: HealthCare Partners (Los Angeles County<sup>7</sup>) or Scripps Health (San Diego County<sup>7</sup>). You have the option to select a PCP in any one of the three provider groups during open enrollment or by calling the number on the back of your Cigna ID card. Outlined below are some of the hospitals, urgent care centers and walk-in clinics to which you have access when aligned with St. Joseph Hoag Health.

## Physician networks (Medical Groups and Affiliated Physicians, PCP office)

- › Hoag Affiliated Physicians
- › Hoag Medical Group
- › Mission Heritage Medical Group
- › Mission Hospital Affiliated Physicians
- › St. Joseph Heritage Medical Group
- › St. Joseph Hospital Affiliated Physicians
- › St. Jude Affiliated Physicians
- › St. Jude Heritage Medical Group

## Urgent care centers

Name	Street address	City	Zip	Phone
Hoag Health Center – Aliso Viejo	26671 Aliso Creek Rd.	Aliso Viejo	92656	949.791.3107
South Coast Medical Group	5 Journey, Suite 130	Aliso Viejo	92656	949.389.8969
Gateway Urgent Care Center	1006 W. La Palma Ave.	Anaheim	92801	714.778.3838
Hoag Urgent Care – Anaheim Hills	5630 E. Santa Ana Canyon Rd., Suite 100	Anaheim	92807	714.602.2400
Cypress Urgent Care	6876 Katella Ave.	Cypress	90630	714.903.8900
Laguna Dana Urgent Care	24060 Camino Del Avion, Suite A	Dana Point	92629	949.248.8900
St. Jude Heritage Medical Group	2251 N. Harbor Blvd.	Fullerton	92835	714.449.6230
Hoag Health Center – Huntington Beach	19582 Beach Blvd., Suite 180	Huntington Beach	92648	714.477.8050
Hoag Urgent Care – Huntington Harbour	5355 Warner Ave., Suite 102	Huntington Beach	92649	714.352.5500
Hoag Health Center – Los Olivos	8607 Irvine Center Dr.	Irvine	92618	949.557.0600
Hoag Health Center – Sand Canyon	16205 Sand Canyon Ave.	Irvine	92618	949.557.0000
Hoag Health Center – Woodbridge	4900 Barranca Parkway, Suite 103	Irvine	92604	949.791.3106
Hoag Health Center – Woodbury	6340 Irvine Blvd.	Irvine	92620	949.559.6500
Sand Canyon Urgent Care	15775 Laguna Canyon Rd., Suite 100	Irvine	92618	949.417.0272
Mission Heritage Medical Group	27231 La Paz Rd., Suite A	Laguna Niguel	92677	949.643.9111
Kids Doc (patients birth to 17)	27800 Medical Center Rd., Suite 204	Mission Viejo	92691	949.682.4750

## Urgent care centers (continued)

Name	Street address	City	Zip	Phone
Mission Heritage Medical Group	26800 Crown Valley Parkway, Suite 150	Mission Viejo	92691	949.276.2111
Hoag Health Center – Newport Beach	500 Superior Ave., Suite 160	Newport Beach	92663	949.791.3006
Pacific Urgent Care and Family Medicine	2115 N. Tustin St., Suite 1	Orange	92865	714.921.3870
St. Joseph Heritage Medical Group	2501 E. Chapman Ave., Suite 101	Orange	92869	714.628.3300
Sunrise Multispecialist Urgent Care	867 S. Tustin Ave.	Orange	92866	714.771.1420
St. Joseph Heritage Medical Group (adult and pediatric patients)	2212 E. Fourth St.	Santa Ana	92705	714.571.7700
San Juan Pediatrics, Inc.	32221 Camino Capistrano, Suite B103	San Juan Capistrano	92675	949.388.9009
Hoag Urgent Care – Tustin	2560 Bryan Ave., Suite A	Tustin	92782	714.389.3500
Hoag Health Center – Tustin Legacy	15000 Kensington Park Dr.	Tustin	92782	714.477.8300
SmartClinic Urgent Care	2707 E. Valley Blvd., Suite 116	West Covina	91792	626.581.1000

## Hospitals, facilities

Name	Street address	City	Zip	Phone
St. Jude Medical Center	101 E. Valencia Mesa Dr.	Fullerton	92835	714.871.3280
Hoag Hospital, Irvine	16200 Sand Canyon Ave.	Irvine	92618	800.400.4624
Hoag Orthopedic Institute	16250 Sand Canyon Ave.	Irvine	92618	855.999.4641
Mission Hospital – Laguna Beach	31872 Coast Hwy.	Laguna Beach	92651	949.499.1311
Children’s Hospital at Mission (Mission Viejo)	27700 Medical Center Rd.	Mission Viejo	92691	949.364.1400
Mission Hospital – Mission Viejo	27700 Medical Center Rd.	Mission Viejo	92691	949.364.1400
Hoag Memorial Hospital Presbyterian	1 Hoag Dr.	Newport Beach	92663	800.400.4624
Children’s Hospital of Orange County (CHOC)	1201 W. La Veta Ave.	Orange	92868	714.997.3000
St. Joseph Hospital of Orange	1100 W. Stewart Dr.	Orange	92868	714.633.9111

For more information call 800.244.6224.



1. “#1 Hospital on the West Coast.” U.S. News. <http://health.usnews.com/best-hospitals/area/ca/st-joseph-hospital-6930106>. Accessed 3/7/17.
2. Some providers, like OB/GYNs, can be seen without a referral. Referrals are not required for emergency and most urgent care services. See your plan materials for details or call 800.244.6224.
3. Telehealth services are provided by independent companies/entities. Providers are solely responsible for any treatment provided. Video chat may not be available in all areas or with all providers. These providers are separate from your health plan’s provider network. A primary care physician referral is not required for Telehealth services. See your plan documents for a complete description of covered services.
4. Freestanding ER locations are also available for non-life-threatening emergencies. Because these ERs are not inside hospitals, they may look like urgent care centers. While convenient, these facilities tend to bill at the same rate as hospital-based ERs. Emergency services as defined in the plan documents are covered at the in-network benefit level.
5. “America’s Emergency Care Environment, A State-by-State Report Card – 2014,” American College of Emergency Physicians (ACEP).
6. Located throughout most of the county.
7. Providers outside the network are not covered by the plan except in the case of an emergency, as defined by your plan documents.

This information is for educational purposes only. It is not medical advice. You are encouraged to consider all relevant factors and to consult with your treating doctor when selecting a health care provider. During a medical emergency, go to the nearest hospital or call 911. Health care providers are independent contractors and solely responsible for any treatment provided. Providers are not agents of Cigna.

**Exclusions and limitations:** All health plans and health insurance policies have exclusions and limitations. Copay, coinsurance and deductible requirements may apply. This brochure outlines the highlights of your plan. For a complete list of both covered and non-covered services, including benefits which may be required by your state, see your plan documents.

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