

ST. JOSEPH HOAG HEALTH SELECT BY CIGNA

Trusted doctors and hospitals.
Cost-effective, dedicated service.



We've come together to offer more of what you want.

Together, Cigna and St. Joseph Hoag Health are offering a different type of health plan, tailored for what Southern Californians want for themselves and their families.

The doctors and hospitals you trust.

By choosing **St. Joseph Hoag Health Select**, you have access to the St. Joseph Hoag Health network of care, which includes Hoag Memorial Hospital Presbyterian, Mission Hospital Regional Medical Center, St. Joseph Hospital of Orange, St. Jude Medical Center and Children's Hospital of Orange County. Plus, you get more than 450 primary care physicians and a network of over 1,100 specialists to choose from.

The savings you expect.

Together we coordinate your care, to help keep costs lower for both you and your employer.

The services you deserve.

We're always looking for more ways help you get and stay healthy, including easy navigation when care is needed, and using tools such as telemedicine. And there's MORE (see inside). Everything the St. Joseph Hoag Health network and Cigna do together is focused on you - because you deserve MORE from your health care.

About the St. Joseph Hoag Health network.

The network of care, includes St. Joseph Hoag Health and CHOC Children's.

- › St. Joseph Hoag Health physicians have received top honors, including the Orange County Medical Association for Physicians of Excellence¹ and the Integrated Healthcare Association with distinction in clinical quality and delivering a high level of quality care.²
- › St. Joseph Hoag Health has earned some of the highest honors for medical care, including Magnet designation for its hospitals (the highest honor bestowed to hospitals for nursing excellence) and 48 "best of" listings in US News & World Report.³

ST. JOSEPH HOAG HEALTH INCLUDES ACCESS TO:⁴



9 HOSPITALS



450+ PRIMARY CARE DOCTORS



1,100+ SPECIALISTS



25+ URGENT CARE CENTERS



NURSE ADVICE LINE AND TELEHEALTH SERVICES (EVISIT)

ST. JOSEPH HOAG HEALTH SELECT

Enjoy a local network in Orange County.



Plans are limited geographically. See FAQ section for more information.

Medical Groups and Affiliated Physicians:

- Hoag Affiliated Physicians (includes 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

Facilities:

- Children's Hospital of Orange County (Orange)
- Children's Hospital at Mission (Mission Viejo)
- Hoag Memorial Hospital Presbyterian (Newport Beach)
- Hoag Hospital Irvine (Irvine)
- Hoag Orthopedic Institute (Irvine)
- Mission Hospital Regional Medical Center (Mission Viejo)
- Mission Hospital Laguna (Laguna Beach)
- St. Joseph Hospital of Orange (Orange)
- St. Jude Medical Center (Fullerton)

COMING TOGETHER TO OFFER MORE

With Cigna and St. Joseph Hoag Health, cost-effective, quality care is right here.

When Cigna, and a provider like St. Joseph Hoag Health come together, the advantages are clear. This collaboration is specifically designed with your satisfaction in mind.

The doctors and hospitals you trust

- › You have access to these hospitals: Children's Hospital of Orange County (Orange), Children's Hospital at Mission (Mission Viejo), Hoag Memorial Hospital Presbyterian (Newport Beach), Hoag Hospital Irvine (Irvine), Hoag Orthopedic Institute (Irvine), Mission Hospital Regional Medical Center (Mission Viejo), Mission Hospital Laguna (Laguna Beach), St. Joseph Hospital of Orange (Orange) and St. Jude Medical Center (Fullerton).
- › Choose from 450 primary care physicians (PCP) throughout greater Orange County. You may choose one close to home or work, it's up to you.
- › When it's urgent, you have access to 25+ urgent care centers, available evenings, weekends and holidays – after your doctor's office is closed. If you go to any of the eight SJHH owned and operated urgent care centers in the network, you **pay your regular PCP copay** versus the urgent care copay.
- › You can choose from more than 1,100 specialists and nine hospitals within our network, regardless of where your PCP is located.
- › You have access to advanced specialized services in cancer, heart and vascular, neurology, orthopedic, women's health, children's services and more.

The savings you expect

- › **St. Joseph Hoag Health Select** is a cost-effective option. Because we work together and coordinate your care, we help keep costs lower for you.

The services you deserve

- › Care coordination and health improvement programs are key components of our new health plan design. You can benefit from streamlined processes for health care and coverage, easy navigation when care is needed, new tools for health and wellness, access to a network of clinicians, and greater use of technology, such as telemedicine and medical device monitoring from St. Joseph Hoag Health.
- › Our approach to health care is different because it's based on very close integration between Cigna and St. Joseph Hoag Health, with a unified purpose – putting you at the center of all we do.

Plan highlights

- › **In-network care.** To be covered by the plan, you must choose a primary care physician (PCP) who is part of the St. Joseph Hoag Health Select network and receive all your care through your PCP.
- › **Referrals for specialist care.** Your PCP will refer you to a specialist when you need one. If you choose to see a doctor outside of this network, your care will not be covered (except for Emergency Care and most types of Urgent Care, as defined by your plan documents).
- › **Patient Portal.** An easy, convenient way to manage your personal health care and communicate with your doctor's office online. Visit stjosephhoaghealth.org.
- › **Nurse Advice Line.** You can call the St. Joseph Hoag Health Nurse Advice Line at 800.809.3555 to speak with nurse clinicians 24/7.
- › **stjosephhoaghealth.org/select.** Your personalized website where you can review your plan coverage, manage and track claims, and access wellness tools and resources.
- › **24/7/365 support.** Whenever you need us, customer service representatives are available to take your call at **800.244.6224**.
- › **Discounts.** Enjoy Healthy Rewards®* discounts on a variety of health and wellness-related products and services.
- › **TeleHealth Services (eVisit).** You have access to primary care providers whenever you need them via your mobile device or computer 24 hours a day, 365 days a year. You can consult with a provider, discuss your diagnosis, go over a treatment plan and they can even write you a prescription if needed. The benefit is available to you at the same cost as your primary care physician. Visit SJHHevisit.com.

* Healthy Rewards is a discount program. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Healthy Rewards is separate from your medical benefits. If your Cigna plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. **A discount program is NOT insurance, and the customer must pay the entire discounted charge.**

Frequently asked questions

Q: Who can enroll in the Select plan?

A: The Select plan is available in San Diego, Los Angeles and Orange Counties. Employees within a specific location, based on zip code, can enroll in the Select plan.

Q: What is St. Joseph Hoag Health Select?

A: **St. Joseph Hoag Health Select** is a network of Children's Hospital of Orange County (Orange), Children's Hospital at Mission (Mission Viejo), Hoag Memorial Hospital Presbyterian (Newport Beach), Hoag Hospital Irvine (Irvine), Hoag Orthopedic Institute (Irvine), Mission Hospital Regional Medical Center (Mission Viejo), Mission Hospital Laguna (Laguna Beach), St. Joseph Hospital of Orange (Orange) and St. Jude Medical Center (Fullerton). This network offers you quality health care with integrated delivery systems that are dedicated to improving your overall outcome and experience while reducing cost.

Q: How do I find out if my doctor is in the St. Joseph Hoag Health Select network?

A: Go to stjosephhoaghealth.org/select. Click "Our Doctors."

Q: How do I find a provider outside of Orange County?

A: To find a provider in San Diego County or Los Angeles County, go to Cigna.com. Click "Find a doctor" at the top or middle area of the page.

1. Click on the orange section that says "For plans offered through work or school" to find a doctor using this directory.

2. Enter your search location (i.e., La Jolla, CA or your zip code) and then click on the "Pick" drop down box to select a plan. If your home zip code/town is not available in the HMO/Network - Southern CA Select, enter your work location or a town within the service area (Orange, Los Angeles or San Diego Counties) when looking for a PCP.

3. Choose HMO/Network - Southern CA Select (St. Joseph Hoag Health Select Plan, Scripps Select Plan, HealthCare Partners Select Plan)

4. In the "Looking for" box, enter the details for your search (PCP, etc.). Click "Choose." All of the doctors/facilities in your search area will appear.

Q: Can my doctor refer me to any specialist in the network?

A: Work with your PCP to find a specialist within the network to maximize your savings.

Q: What if I move outside of the network area?

A: Contact your HR department before your address change to discuss your plan options.

Q: Can I enroll in St. Joseph Hoag Health Select but enroll my family elsewhere?

A: With the Select plan, your family can choose a PCP in one of the three Select networks (HealthCare Partners, Scripps or St. Joseph Hoag Health), as long as all family members are eligible for the Select plan.

Q: What if my dependent child moves out of the area?

A: Dependents living outside the **St. Joseph Hoag Health Select** network area may be eligible for "Guesting" in the area where they live. Call Cigna at **800.244.6224** at least one month before the move to find out if this is an option.

Q: Where can I fill my prescriptions?

A: At any Cigna-contracted pharmacy nationwide or through Cigna Home Delivery PharmacySM.

Q: What if I'm receiving treatment for an ongoing condition from a doctor who is not part of the St. Joseph Hoag Health Select network?

A: Your employer can contact Cigna to get a Transition of Care/Continuity of Care request form. You need to complete and submit it within 60 days of your effective date in the plan. If you meet the requirements, Cigna will contact the health care professional. If the health care professional agrees to Cigna's terms and conditions, you will receive the in-network level of benefits for treatment. TOC/COC approval is for a limited time period. For more details, call **800.244.6224**.

Q: What urgent care centers are available to me in this network?

A: **St. Joseph Hoag Health Select** offers patients 25+ urgent care centers throughout Orange County. If you access one of the St. Joseph Hoag Health owned and operated urgent care centers, you will pay the PCP copay. If you access any of the other contracted urgent care centers that are available to you, you will be responsible for the regular urgent care copay. For locations, visit stjosephhoaghealth.org/select.

Q: What if I have an emergency situation?

A: Go to the nearest emergency room. Emergency care will be covered at the same coverage level whether the hospital is in the **St. Joseph Hoag Health Select** network or not.

Q: What if I need to see a mental health professional?

A: Behavioral Health professionals can be found on stjosephhoaghealth.org/select, by calling Cigna at **800.244.6224** or at the phone number for Cigna Behavioral Health that's on the back of your ID card.

Q: When can I change my PCP or medical group?

A: Call Cigna at **800.244.6224** before the 15th of the month and choose a new PCP. The changes will be effective on the first day of the next month. A new ID card with the new information will be generated and sent to you.

Q: What if I have questions about a bill I received in the mail?

A: Call Cigna at **800.244.6224**.



St. Joseph Hoag Health
Hoag • Mission • St. Joseph • St. Jude

1. Orange Coast Magazine. <http://www.orangecoast.com/business-category/topdoctors/>

2. "#1 Hospital on the East Coast," <http://health.usnews.com/best-hospitals/area/ca/st-joseph-hospital-6930106>. 3/7/17.

3. Arbor, Ann "Best Hospitals in California." <http://health.usnews.com/best-hospitals/area/ca>. U.S. News. 6/8/17.

4. Data of March 2017, subject to change.

The health care professionals and facilities that participate in the Cigna network and provide services for St. Joseph Hoag Health are independent practitioners solely responsible for the information, treatment and advice provided to their patients. They are not agents of Cigna.

Exclusions and limitations: All health plans and health insurance policies have exclusions and limitations. Copayment, coinsurance and deductible requirements apply. This brochure outlines the highlights of your plan. A complete list of both covered and non-covered services, including benefits which may be required by your state, are set forth in the applicable insurance certificate, group service agreement or summary plan description.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna HealthCare of California, Inc., Cigna Health and Life Insurance Company, Cigna Behavioral Health, Inc., Tel-Drug, Inc. and Tel-Drug of Pennsylvania, LLC. "Cigna Home Delivery Pharmacy" refers to Tel-Drug, Inc. and Tel-Drug of Pennsylvania, LLC. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. All pictures are used for illustrative purposes only.