

How do I know if a doctor is taking new patients and what should I do if I find out they are not?

- You can find a new provider by using the Find Care and Costs section of myCigna. If you need any additional assistance finding an available provider, please reach out to our designated DU One Guide team by calling the number on the back of your ID card and they can help you search for an open practice.
- When calling the number on the back of your ID card, enter in or verbally speak your member ID/SSN- this will automatically route you to your designated One Guide team. If you do not go through this authentication process, you will be routed to the national One Guide team and not the designated DU One Guide team.
- Keep in mind that while having a PCP is recommended, it is certainly not required as part of your plan. So, if you need to make an appointment with a specialist, you do not have to establish a relationship with a PCP first and you do not need a referral from a PCP to see a specialist.
- Cigna updates the information on our provider directory every 15 days to include whether a provider is taking new patients. Given the frequency of changes, Cigna, like all health plans, relies on the timeliness and accuracy of the data received by physician practices to update our directory. If you call a practice and find out that the provider you are seeking is not taking new patients, we recommend asking if another provider in the practice is available.
- We are adding language on myCigna to alert and assist in directing customers to area LocalPlus practices that are accepting new patients, with customized provider lists. This will allow University of Denver employees and family members to more easily access LocalPlus providers, as an alternative to using the online provider directory. This customization should go live by 8/24/2021.

How do I establish myself as a patient in a practice?

- We encourage our customers to inquire if a practice, not just a specific provider, is taking new patients for Cigna LocalPlus. This may be with a mid-level provider initially such as a Nurse Practitioner, however we encourage this, as once a patient is established within the practice, it is then an option to see an MD within that practice.
- After establishing a relationship with a provider it is common to want to continue with that relationship. Due to scheduling in advance, it may be necessary to see other providers in the practice if immediate care is needed. For a non-urgent well-visit or new patient visit, it may take some practices a little longer to get you in. If you let them know this is urgent- for example, you are running out of a medication or are currently sick, they may have appointments available sooner for those instances.

What is available to me if I need to see a provider immediately for something other than an emergency?

- If care is needed immediately outside of an emergency, please utilize other providers in the practice. As a Cigna customer, you also have access to virtual care services through MDLive, as well as a number of urgent care centers and convenience care clinics in our network. You can use myCigna to find these services or call us at the number on the back of your ID card and we're happy to assist in finding an alternative for you.

How will a designated OneGuide team improve the customer experience and how can I connect with them?

- By guiding University of Denver employees and family members to a designated OneGuide team there will be greater familiarity with DU's unique needs and culture. Personal Guides can more

proactively anticipate customers' needs who are not used to working in a largely self-navigated healthcare environment. Our objective is that the OneGuide team consistently refers to the customized guidance on myCigna and the series of special alerts on these nuances so they may best help members find physicians and secure appointments. This designated team will be available 8:00 a.m. – 6:00 pm on weekdays, with live OneGuide support from the larger non-designated One Guide team outside of those hours. This model will go into place **8/23/2021**.

- When calling the number on the back of your ID card, when you enter in or verbally speak your member ID/SSN, this will be automatically routed to your designated One Guide team.

What should I do if I have questions or need assistance filling or refilling a prescription?

- All of our contracted providers are available to prescribe needed medications. In addition, a One Guide representative can help navigate this process. You can contact us at any time by calling the number on the back of your ID card or using the “Talk With Us” feature on myCigna.
- You have many options for filling your prescriptions through our large network of retail pharmacies and through home delivery. In addition, if you are on a maintenance medication, you may be able to save money by filling a 90-day supply through one of our 90-day retail pharmacies or through home delivery. Costs may vary based on where you fill your prescription, so use our price a medication tool on myCigna or call a personal guide to see what your most cost-effective option is for your medication based on your Cigna plan.
- You can check the available DU prescription drug list on the DU benefits website: <https://www.du.edu/human-resources/benefits/index.html>

What resources are available to me?

- myCigna is the main hub for information related to your plan. Through the myCigna website and app, you have access to many tools and resources including the following:
 - Find in-network providers, facilities and pharmacies
 - Cost estimator tool for provider visits and procedures
 - Price a medication tool
 - Order a medication through home delivery
 - Cigna virtual care providers for medical and behavioral needs
 - Coverage information
 - Claims information
 - Wellness resources
 - Chat with a nurse or personal guide
- Recordings of the Town Hall and Open Enrollment meetings are posted on the DU benefits website: <https://www.du.edu/human-resources/benefits/index.html> , along with several different flyers and plan documents for your Cigna plans.
- Please keep your eye out for additional Town Hall/ webinars coming soon that will cover many important topics related to using your Cigna plan.

Is there someone locally I can call that is familiar with my plan and can help me navigate my unique situation?

- Though your first call should be to our designated One Guide team (please be sure to enter in your ID so that you are properly routed to this team), if you would rather speak to a local Cigna contact, you are welcome to reach out to Layla Croushore at 770-261-7594 or

Layla.Croushore@CIGNA.com. If Layla is not available to take your call, you can leave a message on her secure voicemail and she will return your call as soon as possible.