

## Snippet Series: Finding Your Primary Care Physician

Hi Chris Glenn here and I'm bringing you another SCHOOLCARE Snippet today.

So today we're going to be talking about finding providers on myCigna.com and the myCigna app.

Through Cigna we utilize their Open Access Network. Utilizing this network allows our members to choose who they want to visit without referrals needed. We also want to remind our members that you have choice to find your own primary care physician, as that is a very important piece of your overall health. Having regular checkups with your primary care physician or also checking in with them when a situation comes up, allows you to have that trust and build a relationship with that primary care physician to allow you to make sure that your overall health is in check.

Let's now dive into the myCigna app and I'll show you how to look up a provider, and specifically, how you can find a primary care physician in your area. So, now I'm logged in at myCigna.com and I'm on my homepage of my myCigna portal. If you move down the page just slightly you can see under "My Health Team" I actually have a primary care provider. So, if you already have one listed you should be able to see them here and their contact information.

Let's say you don't have a primary care physician and you want to look up a specific provider. I'm going to move up to the top of the page where "Find Care and Cost" is in the menu bar and click it. This will now bring up a search page, which you can search in your location. I'm going to use Manchester, New Hampshire, as my search area. You can search by doctor by type, doctor by name, the reason for your visit. You can also search for health facilities or pricing out a medication.

Here, I'm just going to start by searching for a primary care physician. And if you look it's the top choice that you can choose from. So, I'm going to click primary care physician, it's going to give me find a doctor near me, so in my area, or you can also talk to a doctor now through telehealth option. I'm just going to click "view results" here for a doctor in my area.

So, as you can see, I have 211 results for a primary care provider near Manchester, New Hampshire. We also see that there are 41 Brighter Match providers listed in the 211 options. A Brighter Match provider gives a little more insight into you know how many patients do they currently have, also their cost efficiency rating, their Cigna care designated provider. They also have reviews from specific patients, and as you can see this this provider at the top Brian Clausen, he has a 100 patient satisfaction with 15 reviews. Not all providers are listed with a Brighter Match, as well as not all providers that are in the open access network that we participate in are listed on this tool.

If in doubt you want to make sure that a provider is in network, you can just ask them if they participate in the Open Access Cigna Network.

Now, moving down the page let's just pick a specific provider, let's pick Jennifer Packard. So, when you click into a provider you can find their information, uh this confirms that they're in network, they're also accepting new patients. They are specifically specialty is internal medicine and pediatrics. You can review their reviews down here from other patients, as well as at the top, you can check their office info. This one actually doesn't list it, it doesn't mean that they don't have an office it just means that they're not listing it through the myCigna portal.

Again, you can review patient reviews here and then other locations that the doctor is associated with. As you can see, this doctor's associated with Catholic Medical Center, Bedford Center for Internal Medicine and Pediatrics, then you can always go back to the list to see other providers available. Again, I just want to stress that not all providers are listed on the myCigna.com portal, so when in doubt if you want to check if a provider is in the Open Access Network just ask them. You can also contact Cigna directly and ask if a provider participates in the Open Access Network, which is the plan that we participate in with Cigna.

So, after reviewing how to look up a provider through myCigna.com or the myCigna app, it allows our members to have a choice of who they want to see without needing a referral. Another piece that I went over is the primary care physician and the importance of building a relationship with your primary care physician so you can catch things early, and also check in on your overall health regularly. Hopefully today with looking through the finding care resource it provided more insight into what providers offer for services, so you have that additional confidence before you set up any appointments.

Again, you can use myCigna.com to search for a provider you can use the myCigna app through a smartphone, or you can also feel free to contact Cigna or the provider to confirm if they're in the Open Access Network so you can utilize them. Thanks again for joining me, and I hope you have a fantastic rest of your day.