

# Get the help you need when you need it most.

Our Behavioral Centers of Excellence program\* offers you quality, in-network, affordable care.



There is a wide range of behavioral health and substance use hospital and residential treatment locations across the country. Selecting the right health care facility is an important decision, but knowing which one to choose can be overwhelming, especially when you or a loved one is in critical, immediate need of care. That's why we have developed our Centers of Excellence program – to help our customers in their time of greatest need.

We have identified in-network facilities\*\* that provide quality, cost-effective care to help you make this important decision.

**We select facilities based on data, not advertising. For example, our studies show that our Substance Use Center of Excellence facilities have a 38% lower readmission rate than out-of-network substance use treatment facilities\*\*\***

With nationwide locations for adult mental health, child and adolescent mental health, eating disorders, and substance use, help is available and closer than you think.

## How to locate a Center of Excellence

For a list of Centers of Excellence locations in your area:

- Visit **myCigna.com®**.
- Go to the “Find Care & Cost” tab at the top of the page.
- Click on “Health Facilities” and search for “Centers of Excellence.”
- Call **800.274.7603** to speak with a behavioral member advocate who can assist you in finding the best location for your specific needs.



**Offered by Cigna Health and Life Insurance Company or its affiliates.**

\*The Cigna Center of Excellence designation is a partial assessment of quality and cost-efficiency and should not be the only basis for decision-making (as such measures have a risk of error). Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Quality designations and ratings found in the Cigna Healthcare online provider directories are not a guarantee of the quality of care that will be provided to individual patients. Providers are solely responsible for any treatment provided and are not agents of Cigna Healthcare.

\*\* All participating facilities provide an inpatient or residential level of care with a step down to a partial hospitalization (PHP) or intensive outpatient program (IOP), which are subject to prior authorization. **The following services are generally not covered:** Services considered to be experimental, investigational and unproven and nonmedical ancillary services including, but not limited to, educational services, custodial services, vocational rehabilitation and counseling services, religious counseling, work-hardening programs, and driver safety programs. This is not a complete list of plan terms, and plans may vary. See your plan documents for details of your specific health plan.

\*\*\* Cigna Healthcare 2024 book of business claims study (7/1/23 through 6/30/24). Costs refer to allowed amounts, 30-day calendar readmissions, an industry metric.

All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents.

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