



Find out more about the doctors and services listed in the Cigna directory and read important notices and disclosures for your state, https://hcpdirectory.cigna.com/assets/docs/hcpdirectory/disclaimer.html?WT.mc_id=PDF_DIR_Disclaimer&WT.z_dir_cc=HDC002

Urgent Care Services

HHC Urgent Care Centers LLC

482 S Broad St
Meriden , CT 06450
(203) 439-4485

Medexpress Urgent Care

875 E Main St
Meriden , CT 06450
(860) 757-3575

Mediquick Urgent Care

61 Pomeroy Ave
Meriden , CT 06450
(203) 694-5350

Healthmed Urgent Care LLC

1257 S Broad St #4
Wallingford , CT 06492
(203) 626-5393

Concentra Urgent Care

900 Northrup Rd
Wallingford , CT 06492
(866) 944-6046

St. Mary's Hospital UC

1154 Highland Ave
Cheshire , CT 06410
(203) 709-6000

Mediquick Urgent Care

680 S Main St
Cheshire , CT 06410
(203) 694-8200

Middlesex Hospital Urgent Care

896 Washington St
Middletown , CT 06457
(860) 788-3632

Medexpress Urgent Care

752 Washington St
Middletown , CT 06457
(860) 343-1685

Connecticut Urgent Care Centers

136 Berlin Rd
Cromwell , CT 06416
(860) 378-8585

Velocity Urgent Care

365 Queen St #4
Southington , CT 06489
(860) 863-5835

Southington Urgent Care PC

1131 W St Bldg 1
Southington , CT 06489
(860) 621-7682

Afc Urgent Care of New Britain

135 E Main St
New Britain , CT 06051
(860) 357-6899

Doctors Express

135 E Main St
New Britain , CT 06051
(860) 357-6899

Concentra Urgent Care

972A W Main St
New Britain , CT 06053
(866) 944-6046

Doctor's Treatment Center

240 E St
Plainville , CT 06062
(860) 747-4541

Velocity Urgent Care LLC

396 Cromwell Ave
Rocky Hill , CT 06067
(860) 249-1570

Urgent Care Center

506 Frost Rd
Waterbury , CT 06705
(203) 437-8368

St. Mary's Hospital UC

503 Wolcott Rd
Wolcott , CT 06716
(203) 879-7900

Wolcott Urgent Care

503 Wolcott Rd
Wolcott , CT 06716
(203) 879-7900

Urgentcare Medical Associates

920 Wolcott St #19
Waterbury , CT 06705
(203) 574-1200

Urgent Care Center

279 Chase Ave
Waterbury , CT 06704
(203) 528-4993

New England Urgent Medical Care LLC

576 Farmington Ave
Bristol , CT 06010
(860) 845-5763

Provider information was last updated on 04/09/2018

Information contained in this directory is updated six days per week, excluding holidays, Sundays, or interruptions due to system maintenance, upgrades or unplanned outages. This information is subject to change at any time. Providers may delay communicating to Cigna that they no longer accept new patients so we cannot guarantee that each provider is still accepting new patients. Please check with the health care professional before scheduling your appointment or receiving services or call Cigna Customer Service at the toll-free number on your Cigna ID card to confirm he or she is participating in Cigna's network.

Source of Information and Frequency of Validation

Medical health care professional information addressing specialty, hospital affiliations, medical group affiliations, board certification, acceptance of new patients and languages spoken is obtained from an application that is completed and signed by the health care professional/facility (during credentialing). Physician board certification is validated through the American Board of Medical Specialties (ABMS), American Medical Association (AMA) or American Osteopathic Association (AOA). Information on the application is updated when the medical health care professional/facility notifies Cigna of changes or at least every three years.

Dental health care professional information addressing specialty, dental office/practice affiliations, acceptance of new patients and languages spoken is obtained from an application that is completed and signed by the health care professional (during credentialing). Information on the application is updated when the dental health care professional notifies Cigna of changes or at least every three years.

Additional questions or problems with this transmission? Call us toll-free at 1-800-Cigna24 (1-800-244-6224).



Find out more about the doctors and services listed in the Cigna directory and read important notices and disclosures for your state, https://hcpdirectory.cigna.com/assets/docs/hcpdirectory/disclaimer.html?WT.mc_id=PDF_DIR_Disclaimer&WT.z_dir_cc=HDC002

Medhelp PC

539 Farmington Ave
Bristol , CT 06010
(860) 314-6046

Velocity Urgent Care LLC

1260 Silas Deane Hwy
Wethersfield , CT 06109
(860) 249-1570

Naugatuck Urgent Care Center

799 New Haven Rd
Crosspoint Plz
Naugatuck , CT 06770
(203) 723-5636

St. Mary's Hospital UC

799 New Haven Rd
Naugatuck , CT 06770
(203) 723-5636

ASAP Medical Associates PC

2165 Dixwell Ave
Hamden , CT 06514
(203) 248-2727

Urgentcare Medical Associates

2165 Dixwell Ave
Hamden , CT 06514
(203) 248-2727

Concentra Urgent Care

8 S Commons Rd
Waterbury , CT 06704
(866) 944-6046

Urgent Care Center

163 Universal Dr N
North Haven , CT 06473
(203) 466-8058

PM Pediatrics of Connecticut LLC

1459A New Britain Ave
West Hartford , CT 06110
(860) 232-5437

Express Care Urgent Care

1650 Dixwell Ave #A
Hamden , CT 06514
(203) 288-1700

New England Urgent Medical Care LLC

21 N Main St #B
West Hartford , CT 06107
(860) 236-3911

New England Urgent Medical Care LLC

21 N Main St #B
West Hartford , CT 06107
(860) 236-3911

HHC Urgent Care Centers LLC

2520 Main St
Glastonbury , CT 06033
(860) 968-0430

Doctors Express

1030 Blvd
West Hartford , CT 06119
(860) 986-6440

Urgentcare Medical Associates

2928 Main St
Glastonbury , CT 06033
(860) 657-8289

Concentra Urgent Care

370 James St 304
New Haven , CT 06513
(866) 944-6046

Concentra Urgent Care

701 Main St
East Hartford , CT 06108
(866) 944-6046

ASAP Medical Associates PC

154 Samson Rock Dr
Madison , CT 06443
(203) 318-8000

Middlesex Hospital Urgent Care

146 Samson Rock Dr
Madison , CT 06443
(203) 779-5207

HHC Urgent Care Centers LLC

385 W Main St
Avon , CT 06001
(860) 777-1280

Urgent Care Center

636 Campbell Ave
West Haven , CT 06516
(203) 691-1584

Urgent Care Center of CT

421 Cottage Grove Rd
Bloomfield , CT 06002
(860) 242-0034

Urgentcare Medical Associates

78 Pershing Dr
Derby , CT 06418
(203) 516-5307

Urgentcare Medical Associates

900 Main St S
Southbury , CT 06488
(203) 262-1911

Provider information was last updated on 04/09/2018

Information contained in this directory is updated six days per week, excluding holidays, Sundays, or interruptions due to system maintenance, upgrades or unplanned outages. This information is subject to change at any time. Providers may delay communicating to Cigna that they no longer accept new patients so we cannot guarantee that each provider is still accepting new patients. Please check with the health care professional before scheduling your appointment or receiving services or call Cigna Customer Service at the toll-free number on your Cigna ID card to confirm he or she is participating in Cigna's network.

Additional questions or problems with this transmission? Call us toll-free at 1-800-Cigna24 (1-800-244-6224).



Find out more about the doctors and services listed in the Cigna directory and read important notices and disclosures for your state, https://hcpdirectory.cigna.com/assets/docs/hcpdirectory/disclaimer.html?WT.mc_id=PDF_DIR_Disclaimer&WT.z_dir_cc=HDC002

Urgent Care Center

109 Boston Post Rd
Orange , CT 06477
(203) 298-4599

Mill Hill Medical Consultants, Inc

225 Bridgeport Ave
Shelton , CT 06484
(203) 225-6020

Afc Urgent Care

389 Bridgeport Ave
Shelton , CT 06484
(203) 567-4171

New England Urgent Medical Care LLC

370 Middle Tpke W
Manchester , CT 06040
(860) 516-5070

Afc Urgent Care

405 Bridgeport Ave
Shelton , CT 06484
(203) 675-1345

New England Urgent Medical Care LLC

30 Dorset Crossing
Simsbury , CT 06070
(860) 714-9020

New England Urgent Medical Care LLC

30 Dorset Crossing
Simsbury , CT 06070
(860) 236-3911

South Windsor Ambulatory Care Center, Inc

479 Buckland Rd
South Windsor , CT 06074
(860) 644-3491

Concentra Urgent Care

1080 Day Hill Rd
Windsor , CT 06095
(866) 944-6046

Northwest CT Medical Walkin

1598 E Main St
Torrington , CT 06790
(860) 489-8444

Milford Hospital Walk in

831 Boston Post Rd #101
Milford , CT 06460
(203) 783-0850

ASAP Medical Associates PC

199 Cherry St
Milford , CT 06460
(203) 877-2273

Concentra Urgent Care

333 Kennedy Dr 202
Torrington , CT 06790
(866) 944-6046

St. Vincent's Urgent Care Center LLC

7365 Main St
Stratford , CT 06614
(203) 696-3805

Huntington Walk in Medical Practice

887 Bridgeport Ave
Shelton , CT 06484
(203) 225-6020

Mill Hill Medical Consultants, Inc

887 Bridgeport Ave
Shelton , CT 06484
(203) 225-6020

Cancer Treatment Services

Mill Hill Medical Consultants, Inc

225 Bridgeport Ave
Shelton , CT 06484
(203) 225-6020

Mill Hill Medical Consultants, Inc

887 Bridgeport Ave
Shelton , CT 06484
(203) 225-6020

Provider information was last updated on 04/09/2018

Information contained in this directory is updated six days per week, excluding holidays, Sundays, or interruptions due to system maintenance, upgrades or unplanned outages. This information is subject to change at any time. Providers may delay communicating to Cigna that they no longer accept new patients so we cannot guarantee that each provider is still accepting new patients. Please check with the health care professional before scheduling your appointment or receiving services or call Cigna Customer Service at the toll-free number on your Cigna ID card to confirm he or she is participating in Cigna's network.

Additional questions or problems with this transmission? Call us toll-free at 1-800-Cigna24 (1-800-244-6224).

Introduction

You choose
your doctor.
This guide
can help.

WHO WE ARE

- **Cigna** strives to keep you healthy. We are committed to giving you access to information, technology and support in making informed health care decisions.
- **We are where you are.** Cigna has a national presence, but we also have a local focus in most areas. This means local medical directors and health services representatives work to provide you with access to quality care.

WHAT YOU CAN EXPECT

- **Convenient access to quality health care.** Before joining the Cigna network, health care professionals must meet Cigna standards through a process called credentialing. We regularly review credentials to help ensure they continue to meet these standards.
- **Responsive customer service.** Whether on our website, www.cigna.com, by phone when you talk to a representative or through our automated telephone system, you have access to consistent and timely information about your plan – when it's convenient for you.

ABOUT THIS DIRECTORY

The following pages list the doctors and other health care professionals in this area who participate in the Cigna network. An updated listing is always available at www.cigna.com. You can use our online directory to:

- search for participating physicians, hospitals and other health care professionals.
- download your own personalized directory to have on hand when you need it.
- find hospital scores for specific conditions/procedures through Cigna “Centers of Excellence.”

The online directory is updated often, so visit it often. For more information, please visit www.cigna.com or call Cigna Customer Service at the toll-free number on your Cigna ID card.

PLEASE NOTE: The term “health care professional” includes the term “provider”.

Your personal doctor can serve as a source for advice and direction.

WORKING WITH YOUR DOCTOR

We encourage you to choose a primary care physician (PCP) to be your personal doctor.

- Your personal doctor can serve as a “home base” for basic care – your source for advice and direction.
- Your personal doctor also coordinates your care - from preventive checkups and routine medical care to specialized care and hospitalizations.

YOUR SUMMARY OF BENEFITS

Your *Summary of Benefits* gives you important information on the medical benefits and other types of services your plan covers. You should read your *Summary of Benefits* to determine whether you have prescription drug coverage, coverage for mental health and substance abuse, and/or vision care coverage as a part of your Cigna plan.

The listing of a doctor in this directory does not guarantee that the services provided by that doctor are covered under your specific medical plan. Check the materials which describe your particular plan benefits, or call Cigna Customer Service, for information about the services covered under your plan benefits. If you have questions or need assistance, please contact Customer Service at the toll-free telephone number listed in your enrollment materials or on your Cigna ID card.

Visit www.cigna.com to search for participating doctors, find information on preventive care and other health topics, and learn more about your plan’s benefits and programs.

Cigna LifeSOURCE Transplant Network®

As a Cigna customer, you have access to the Cigna LifeSOURCE Transplant Network®, a network of participating organ and tissue transplant centers. The transplant network includes over 600 transplant programs at more than 150 independent transplant facilities that are nationally recognized for their clinical outcomes.

Each transplant facility is evaluated for minimum annual volumes, one-year graft and patient outcomes, time on the wait list, support services and “patient friendly” environments before it is included in the Cigna LifeSOURCE Transplant Network. Programs that meet or exceed Cigna’s national Guidelines for Network Inclusion are included as a Program of Excellence. Transplant programs that do not meet Cigna’s national Guidelines for Network Inclusion may be contracted as a Supplemental Program. You will need to understand your benefits to know if you have coverage for a transplant at a Supplemental Program. For more information, please visit www.cignallifesource.com, and click on the “our network” tab.

Cigna LifeSOURCE participants are managed by our in-depth transplant case management unit. This unit consists of nurses with clinical experience in transplant, hematology/oncology, home health care, dialysis, critical care and/or community care. They are specially trained to manage complex transplant cases.

Transplant case management unit offers the following benefits:

- Clinical collaboration with health care professionals
- Consistency in service and benefit administration
- Dedicated resources for complex areas of medicine
- Advocacy for the patient’s benefit
- Administrative efficiency

In some instances, a travel benefit is available if you select a Program of Excellence and meet other eligibility requirements. Please be aware that most of these expenses are considered taxable income.

As a Cigna customer, you can have access to these services when they are coordinated through your physician and your transplant case manager.

You may not receive the in-network level of benefits for all types of transplants at all facilities. In addition, our network of facilities changes frequently. For the most current listings of the Programs of Excellence and Supplemental Programs, please visit www.cignallifesource.com, click on the tab “Our Network” or call Cigna LifeSOURCE Customer Service at 800.668.9682.

Not all Cigna LifeSOURCE Transplant Network facilities are available to participants in all plans. Please call Customer Service at 800.668.9682 for more information. If you are already in transplant case management, please call your case manager directly.

**Respected
hospitals
and medical
centers
throughout
the United
States.**

Alabama

University of Alabama
at Birmingham
Medical Center

Arizona

Banner Good Samaritan
Medical Center,
Phoenix
Mayo Clinic Scottsdale
Phoenix Children's
Hospital
Scottsdale Healthcare
Virginia G. Piper
Cancer Center
Cancer Transplant
Institute
St. Joseph's Hospital
and Medical Center,
Phoenix
University of Arizona
Health Sciences
Center, Tucson

Arkansas

University of Arkansas
for Medical
Sciences, Little
Rock

California

California Pacific
Medical Center, San
Francisco
Cedars-Sinai Medical
Center, Los Angeles
Childrens Hospital Los
Angeles
Children's Hospital at
Oakland
Children's Hospital of
Orange County
City of Hope National
Medical Center,
Duarte
Keck Hospital of USC
(formerly known
as USC University
Hospital), Los
Angeles
Loma Linda University
Medical Center
Lucile Salter Packard
Children's Hospital,
Palo Alto
Rady Children's
Hospital, San Diego
Scripps Green Hospital,
La Jolla
Sharp Memorial
Hospital, San Diego

Stanford University
Medical Center
Sutter Medical Center,
Sacramento
UC Davis Medical
Center, Sacramento
UCSD Medical Center,
San Diego
UCSF Medical Center,
San Francisco

Colorado

Children's Hospital
Colorado, Aurora
Porter Adventist
Hospital, Denver
Presbyterian St. Luke's
Medical Center,
Denver
University of Colorado
Hospital, Denver

Connecticut

Hartford Hospital,
Hartford
Yale-New Haven
Hospital, New
Haven

Delaware

Alfred I. duPont
Hospital for
Children
(Nemours),
Wilmington

**District of
Columbia**

Children's National
Medical Center
Georgetown University
Hospital
Washington Hospital
Center

Florida

All Children's Hospital,
St. Petersburg
Broward Health
Medical Center,
Fort Lauderdale
Florida Hospital,
Orlando
H. Lee Moffitt Cancer
Center, Tampa
Jackson Memorial
Hospital, Miami
Mayo Clinic,
Jacksonville
Shands Hospital,
Gainesville

Tampa General
Hospital
University of Miami
Hospital and Clinics

Georgia

Children's Healthcare
of Atlanta
Emory University
Hospital, Atlanta
Northside Hospital/The
Blood and Marrow
Transplant Group of
Georgia, Atlanta
Piedmont Hospital,
Atlanta

Illinois

Lurie Children's
Hospital of Chicago
(formerly Children's
Memorial)
Northwestern Memorial
Hospital, Chicago
Rush University
Medical Center,
Chicago
University of Chicago
Medical Center and
Comer Children's
Hospital at the
University of
Chicago
University of Illinois
Medical Center,
Chicago

Indiana

IUH University
Hospital,
Indianapolis
IUH Methodist
Hospital,
Indianapolis
Riley Hospital for
Children at IUH,
Indianapolis
Indiana Blood
and Marrow
Transplantation,
Beech Grove

Iowa

University of Iowa
Hospital and
Clinics, Iowa City

Kansas

University of Kansas
Hospital, Kansas
City

Kentucky

Jewish Hospital,
Louisville
University of Kentucky
Medical Center,
Lexington

Louisiana

Ochsner Clinic
Foundation, New
Orleans
Tulane University
Hospital and Clinic,
New Orleans

Maine

Maine Medical Center,
Portland

Maryland

Johns Hopkins Health
System, Baltimore
University of Maryland
Medical Center,
Baltimore

Massachusetts

Beth Israel Deaconess
Medical Center,
Boston
Brigham and Women's
Hospital and Dana
Farber Cancer
Institute, Boston
Children's Hospital
Boston and Dana
Farber Cancer
Institute, Boston
Lahey Clinic Medical
Center, Burlington
Massachusetts General
Hospital and Dana
Farber Cancer
Institute, Boston
Tufts - New England
Medical Center,
Boston
UMass Memorial
Medical Center,
Worcester

Michigan

Henry Ford Health
System, Detroit
Karmanos Cancer
Center, Detroit

University of Michigan
Health System, Ann
Arbor

Minnesota

Hennepin County
Medical Center,
Minneapolis
Mayo Clinic, Rochester
University of
Minnesota Medical
Center, Fairview
and University of
Minnesota Amplatz
Children's Hospital,
Minneapolis

Missouri

Barnes Jewish Hospital,
St. Louis
Children's Mercy
Hospital, Kansas
City
Research Medical
Center, Kansas City
St. Louis Children's
Hospital
Saint Louis University
Hospital
Saint Luke's Hospital
of Kansas City

Nebraska

The Nebraska Medical
Center, Omaha

New Hampshire

Mary Hitchcock
Memorial Hospital,
Lebanon

New Jersey

Hackensack University
Medical Center,
Hackensack
Newark Beth Israel
Medical Center,
Newark
Robert Wood Johnson
University Hospital,
New Brunswick
St. Barnabas Medical
Center, Livingston

New York

Albany Medical Center,
Albany
Memorial Sloan-
Kettering Cancer
Center, New York
Mount Sinai Medical
Center, New York
New York Presbyterian
Hospital,
(Columbia), New
York
New York Presbyterian
Hospital, (Cornell),
New York
New York University
Medical Center,
New York
Roswell Park Cancer
Institute, Buffalo
St. Luke's Roosevelt
Hospital, New York
Strong Memorial
Hospital, Rochester
Westchester Medical
Center, Valhalla

North Carolina

Carolinas Medical
Center, Charlotte
Duke University
Hospital, Durham
University of North
Carolina Hospitals,
Chapel Hill

Ohio

Arthur G. James Cancer
Hospital, Columbus
Children's Hospital
Medical Center,
Cincinnati
Christ Hospital,
Cincinnati
Cleveland Clinic
Foundation,
Cleveland
Jewish Hospital,
Cincinnati
Nationwide Children's
Hospital, Columbus
The Ohio State
University Wexner
Medical Center
(formerly Ohio
State University
Medical Center),
Columbus
University Hospital,
Cincinnati
University Hospitals
Case Medical
Center, Cleveland

Oklahoma

INTEGRIS Baptist
Medical Center dba
INTEGRIS Nazih
Zuhdi Transplant
Institute, Oklahoma
City

Oregon

Legacy Good Samaritan
Hospital and
Medical Center,
Portland
Oregon Health &
Science University,
Portland

Pennsylvania

Albert Einstein Medical
Center, Philadelphia
Allegheny General
Hospital, Pittsburgh
Children's Hospital of
Pittsburgh
Penn State Milton S.
Hershey Medical
Center, Hershey
Pinnacle Health
System, Harrisburg
Temple University
Health System,
Philadelphia
Thomas Jefferson
University Hospital,
Philadelphia
University of
Pennsylvania
Health System,
Philadelphia
UPMC Presbyterian
Shadyside Hospital,
Pittsburgh
West Penn Hospital,
Pittsburgh

South Carolina

Medical University
of South Carolina
Medical Center,
Charleston

Tennessee

Methodist University
Hospital
(LeBonheur
Healthcare),
Memphis
St. Jude Children's
Research Hospital,
Memphis

Vanderbilt University
Medical Center,
Nashville

Texas

Children's Medical
Center, Dallas
Cook Children's
Medical Center, Ft.
Worth
Houston Methodist
Hospital
Medical City Dallas
Hospital
Memorial Hermann
Hospital, Houston
Methodist Dallas
Medical Center
St. Luke's Episcopal
Hospital, Houston
Texas Children's
Hospital, Houston
Texas Transplant
Institute, San
Antonio
University Health
System, San
Antonio
University of Texas MD
Anderson Cancer
Center, Houston
University of Texas
Southwestern
Medical Center,
Dallas

Utah

Intermountain Medical
Center, Salt Lake
City
LDS Hospital, Salt
Lake City
University of Utah
Hospital, Salt Lake
City

Vermont

Fletcher Allen Health
Care, Burlington

Virginia

Inova Fairfax Hospital,
Fairfax
Sentara Norfolk
General Hospital,
Norfolk
University of
Virginia Hospital,
Charlottesville
VCU Health Systems

Washington

Seattle Children's
Hospital
University of
Washington
Medical Center,
Seattle

Wisconsin

Aurora St. Luke's
Medical Center
Children's Hospital
of Wisconsin,
Milwaukee
Froedtert Memorial
Lutheran Hospital,
Milwaukee
University of
Wisconsin, Madison

Health Care Professional Compensation

Cigna is committed to keeping you informed about matters related to your health care plan. For that reason, we offer the following description of the way that Cigna compensates health care professionals (physicians, hospitals and other health care practitioners and facilities) that participate in our networks.

Cigna compensates health care professionals in ways that are intended to emphasize preventive care, promote quality care and ensure the appropriate and cost-effective use of covered medical services and supplies. Cigna reinforces this philosophy through utilization management decisions made by its medical directors and medical management staff. Cigna employees are encouraged to promote appropriate utilization of covered health care services and to discourage underutilization.

The methods by which participating health care professionals agree to be compensated are described generally here. The amount and type of compensation a health care professional agrees to accept may vary depending upon the type of plan. For example, a hospital may agree to accept less for services provided to patients enrolled in an HMO plan than to patients enrolled in other types of plans. In addition, Cigna may attempt in various ways to promote the use of participating health care professionals based upon quality and cost-effectiveness measures while assuring quality and access to covered services and supplies.

DISCOUNTED FEE FOR SERVICE:

Payment for services is based on an agreed-upon discounted amount from the health care professional's bill.

CAPITATION:

By mutual agreement, network physicians, physician/hospital organizations (PHOs) or other health care professional groups are paid a fixed amount (capitation) at regular intervals for each individual assigned to the physician, PHO or other health care professional groups, whether or not services are provided. This payment covers physician and/or, where applicable, hospital or other services covered under the benefits plan. Health care professional groups and PHOs may in turn compensate health care professionals using a variety of methods.

Capitation can offer health care professionals a predictable income, encourage physicians to keep people well through preventive care, eliminate the financial incentive to provide services that will not benefit the patient and reduce paperwork.

Cigna may also work with third parties that provide network management services. Under these arrangements, Cigna pays the third party a fixed monthly amount per individual for these services. Health care professionals are compensated by the third party for services provided to Cigna plan participants from the fixed amount. Compensation arrangements are agreed upon by the third parties and their contracted health care professionals, and may include discounted fee for service and capitation.

Some health care professionals and third parties that provide network management services may participate in a risk-sharing arrangement with Cigna; they agree on a target amount for the cost of certain services and share all or some of the amount by which costs are over or under the target. Services are monitored using criteria that may include accessibility, quality of care, customer satisfaction and appropriate and cost-effective use of medical services and supplies.

SALARY:

Physicians and other health care professionals who are employed to work in Cigna's Arizona staff-model medical facility are paid a salary. The salary is decided in advance each year and is guaranteed regardless of the services provided. Physicians are eligible for a bonus at the end of the year based on performance, which is evaluated using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies.

BONUSES AND INCENTIVES:

Some health care professionals may receive additional payments based on their performance, which is measured using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies. Health care professionals may also receive financial and/or nonfinancial incentives that promote utilization of cost-effective participating health care professionals (such as hospitals, labs, specialists and vendors) and covered drugs and supplies.

PER DIEM:

A specific amount is paid to a hospital per day for all health care received. The per diem payment may vary by type of service and length of stay and the payment may in some cases be greater than the hospital's normal billed charges.

CASE RATE:

A specific amount is paid for all health care received in the hospital for a given hospital stay (such as for a normal maternity delivery).

If you would like to find out which compensation method applies to services you receive from a health care professional, just ask the doctor's administrative staff. Cigna Customer Service is available to help with general questions at the toll-free telephone number on your Cigna ID card.