

City of Houston Patient Protection Notice

The Cigna Limited Network Plan generally requires the designation of a primary care provider.

- You have the right to designate any primary care provider who participates in a network under the Limited Network Plan and who is available to accept you or your family members. Note, under the KelseyCare network, the Plan may designate a primary care provider automatically, until or unless you make your own PCP designation. For children, you may designate a pediatrician as the primary care provider.

Information is provided below for each network (KelseyCare, Village MD, and Renaissance) on how to access a list of the participating primary care providers and how to select a primary care provider.

- You do not need prior authorization from Cigna, the Plan, or from any other person (including a primary care provider) in order to obtain access to obstetrical or gynecological care from a health care professional in a network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a preapproved treatment plan, or procedures for making referrals.
- Information is provided below for each network (Village MD and Renaissance) on how to access a list of participating health care professionals who specialize in obstetrics or gynecology.

The Physician Groups participating in the Limited Network Plan are:

1. Cigna KelseyCare – You must obtain all care from a Kelsey-Seybold provider, but you can visit any Kelsey location. If you select Cigna KelseyCare, you can make appointments with a Kelsey-Seybold specialist without a referral.
 - **Note**, with the KelseyCare network, you do not have to designate a primary care provider since KelseyCare manages to a Universal PCP arrangement which allows all members use any provider under the network.
2. Village Family Practice – If you select a Village PCP, your PCP will refer you to a specialist within their group. If you require a type of specialist that is not in the group, your PCP will arrange one for you.
2. Renaissance Physicians Organization (RPO) – If you select a RPO PCP, your PCP will refer you to a specialist within their group. If you require a type of specialist that is not in the group, your PCP will arrange one for you.
 - **Note**, Renaissance Physicians divides their network geographically into 13 Physician Organized Delivery Systems (PODS). These PODS allow patients to get great care from their PCP or specialist conveniently.

Selecting a Primary Care Physician:

You have a choice among physician groups in the Cigna Limited Plan. A PCP selection must be made for yourself and each of your covered dependents. You and each of your dependents can select a different PCP and from different physician groups. The PCP will determine the group of specialists you will have access to for your care.

Your medical benefits are the same, regardless of which physician group you choose.

What You Need to Do:

If you are satisfied with your current Kelsey-Seybold or Renaissance or Village Family Practice physician, you do not need to do anything.

PCP selections should be done after May 1st by visiting www.myCigna.com or contacting the Customer Service Phone number on the back of your ID card.

(Note: Some PCPs may have moved to a different group which may change the specialists available to you; Please check the Limited Network Directory for physicians important to you.)

The Process to Select your PCP:

1. Refer to the Table of Contents page of the Provider Listing, click on the direct link to the participating Physician Network you enrolled with.
2. Review and select your PCP provider.
3. Once you have selected your PCP provider, please contact the customer service # on the back of your ID card. You also have access to your Dedicated Onsite Service Partners during normal business hours M-F. They can also assist you with this final step.

Please direct your call to the Dedicated Onsite Service Partners based on your last name.

- **A-F:** 832.393.6305
- **G-M:** 832.393.6193
- **N-Z:** 832.393.6191
- **T-Z:** 832.393.6192

If you fail to elect a PCP from May 2, 2024 - May 6, 2024, you will be automatically assigned a PCP near your home address. Once you are automatically assigned a PCP you will need to contact either the customer service # on the back of your ID card or call the Dedicated Onsite Service Partners to make any changes/updates.

PCP Changes Throughout the Year:

If you would like to change a PCP you will have the opportunity beginning May 2, 2024 – May 6, 2024.

PCP changes can be made by viewing your provider listing at www.myCigna.com or contacting the Customer Service number on the back of your ID card.

You may also contact your Onsite Service Partner team 8 am to 5 pm, Monday – Friday for assistance.

Please direct your call to the Dedicated Onsite Service Partners based on your last name.

- **A-F:** 832.393.6305
- **G-M:** 832.393.6193
- **N-S:** 832.393.6191
- **T-Z:** 832.393.6192

Changes will become effective the 1st of the following month, regardless of the day of the month your request for the change was made.