

## **PRIMARY CARE PROVIDER INFORMATION**

When you enroll in Cigna-HealthSpring, you need to pick one of our network providers that are listed in this directory to be your Primary Care Provider or PCP. Generally, you must get health care coverage from your PCP. Your PCP is a doctor or other healthcare provider who is trained to provide general medical care. A PCP can also help manage any other services you may need. If you have both Medicare and Medicaid coverage, you have two kinds of medical coverage. Your STAR+PLUS benefits will not reduce or change any of your Medicare benefits. Your PCP will be the doctor you have chosen through your Medicare HMO. You do not have to choose another PCP for STAR+PLUS services. Make sure that your Service Coordinator knows the name of your Medicare PCP. The following types of providers may be selected by any Cigna-HealthSpring Member as a PCP:

- Doctors specializing in Family Practice
- Doctors specializing in General Practice
- Doctors specializing in Internal Medicine
- Advanced Practice Registered Nurse (APRNS) - specializing in Adult and Family Practice
- Doctors specializing in Obstetrics/Gynecology (OB/GYN) – Female Members only
- Certified Registered Nurse Practitioners specializing in Women’s Health – Female Members Only
- Rural Health Clinic (RHC)
- Federally Qualified Health Clinic (FQHC)
- Pediatricians -- Members who are under the age of 21
- Advanced Practice Registered Nurse (APRN) - specializing in Pediatrics – Members under the age of 21

Any Cigna-HealthSpring Member may select a Specialist doctor to act as their PCP. The Specialist doctor will need to agree to perform all of the duties of a PCP. If you need help picking a PCP, please call our Member Services Department at the number below.

To pick a PCP from the Provider Directory, choose Primary Care Providers (PCP) in Step 1: Provider Type for a listing of primary care providers in your area. You can also call Member Services at the number below for help picking a primary provider. If you want to change to another PCP, you may do so at any time by calling our Member Services Department at the number listed below. The name and office phone number of your PCP will be printed on your membership card.

If you have any questions or need help picking a provider, call our Member Services Department at 1-877-653-0327 Monday to Friday, 8 a.m. to 5 p.m. Central Time, TTY users (711).

## **OB/GYN PROVIDER INFORMATION**

You have the right to pick a Cigna-HealthSpring OB/GYN without a referral from your PCP. You have access to the following services of an OB/GYN:

- One well-woman checkup per year
- Care related to pregnancy
- Care for any female medical condition
- Referral to a specialist doctor within the network

You can also receive these services from your Primary Care Provider if you would like. Ask your PCP if he or she can give you OB/GYN care. You can call your Service Coordinator or Cigna-HealthSpring Member Services for help in picking an OB/GYN doctor.

## **FAMILY PLANNING INFORMATION**

Family planning services such as birth control and counseling are very private; you do not need to ask your PCP to get these services. The Texas Women’s Health Program offers you family planning services that fit the way you live. Visit <http://www.dshs.state.tx.us/famplan/locator.shtm>, or call 1-800-335-8957 for help filling out the application or to find a doctor or clinic. You can also call Cigna-HealthSpring Member Services at 1-877-653-0327, Monday to Friday, 8 a.m. to 5 p.m. Central Time for assistance, TTY users (711).

**BEHAVIORAL HEALTH PROVIDER AND FACILITIES INFORMATION** You can get behavioral health (mental health and substance abuse) services without a referral from your PCP. To get mental health and substance abuse services, call the Cigna-HealthSpring Behavioral Health Line at 1-877-725-2539. A representative will help you get the care you need by giving you the name of a provider near you. If you are experiencing a behavioral health emergency, you can call our Crisis Hotline at 877-562-4397 24hours a day, 7 days a week.