

Finding a provider in our online directory.

A step-by-step guide for all City of San Diego employees.

Search our directory to find providers using this step-by-step guide before you enroll.

STEP 1 – Go to cosd.cigna.com

STEP 2 – Select one of the three plan options listed and click on “view details.”

- **Cigna Southern California Select HMO plan**
(CoSD internal plan name – Cigna Scripps Select HMO)
- **Cigna Southern California HMO plan**
(CoSD internal plan name – Cigna HMO)
- **Cigna Open Access Plus plan**
(CoSD internal plan name – Cigna OAP)

STEP 3 – Click on “go directly to the provider directory with this plan selection” under your plan of choice.

[Go directly to the provider directory with this plan selection](#) ↗

STEP 4 – Enter the **Address, City or Zip** of the doctor, dentist or facility.

To search **Doctor by Type**

STEP 5 – Select **Doctor by Type** and enter a specialty or type of doctor. (A drop-down of selections will appear for your convenience.)



To search **Doctor by Name**

STEP 5 – Select **Doctor by Name** and enter the doctor’s name in the search field.



To search **Facility**

STEP 5 – Select **Health Facilities and Group Practices** and enter the health care facility name or type you are looking for. (A drop-down of selections will appear for your convenience.)



STEP 6 – Choose **Continue as guest**. Your search results will appear.

Login/Register

[Log In to myCigna](#)

[Register](#)

[Continue as guest](#)



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Offered by Cigna HealthCare of California, Inc.

STEP 7 – Select a provider from the list displayed. Here, you will also find the Medical Group associated with the provider and can select **See affiliated doctors**.

If you're enrolling for the first time, take note of the **PCP ID #** (including any zeros); you will want to identify this when you enroll. For some plans, a PCP selection is required. If you do not identify a PCP while enrolling, one will be auto-assigned to you. You can change your PCP at any time by calling Cigna HealthcareSM 24/7/365 at **800.244.6224**. See additional details below.

Scroll down to find the **PCP ID**

Medical Group: **MERCY PHYSICIANS MEDICAL GROUP, INC.** | [See affiliated doctors](#)

➔ **PCP ID #** 1234567890

✔ In-Network ✔ Accepting New Patients

You can select **change plan** to search by a different plan type. Please check with your employer or Engagement Advisor to confirm the plan(s) you are offered.

With the Southern California Select HMO plan (CoSD internal plan name – Cigna Healthcare Scripps Select HMO), you and each member on the plan have the option to choose a primary care physician (PCP) from any one of the provider groups in the Southern California HMO Network. * Your PCP selection determines the provider group with which you are aligned. Each covered plan member can select a different PCP with any of the provider groups. Once a PCP is selected, you should receive care from the provider group with which your PCP is aligned. When needed, your PCP may refer you to other in-network specialists or facilities at another physician network within the larger network. ** If you choose to see a physician or facility outside of the network, your care will be considered out-of-network and will not be covered except in the case of emergency care services. *** If you would like to change your PCP, call Cigna One Guide[®] at **800.244.6224** for assistance.

PCP change criteria – Your PCP change will take effect as outlined below. Example provided with a plan start date of 1/1/2025.

If you call before your plan start date:	Any time before your plan start date Example: Call 10/15/24–12/31/24	Your PCP change will take effect by your plan start date The change takes effect 1/1/2025
If you call after your plan start date:	Before the 15th of the month Example: Call 1/1/25–1/14/25	Your PCP change will take effect the first day of the following month The change takes effect 2/1/2025
	On or after the 15th of the month	Your PCP change will take effect the first day of the second month
	Example: Call 1/15/25–1/31/25	The change takes effect 3/1/2025



Questions? Call our pre-enrollment line at 888.806.5042.

*Plans may be limited geographically. Providers are located throughout the majority of the counties. Not all providers may be in the Southern California Select network. Please access the Cigna Healthcare provider directory on Cigna.com or call 800.244.6224.

**Specific providers, such as OB/GYNs and behavioral providers, can be seen without a referral. See your plan documents for details or call 800.244.6224.

***Eligible out-of-network emergency services (as defined in the plan documents) are covered at the in-network benefit level; and eligible out-of-network urgent care services (as defined in the plan documents) are covered at the prevailing rate for self-pay patients in the area where the services are provided. If you need help finding urgent care, contact the Cigna Healthcare 24-Hour Health Information Line or your PCP before receiving services. Please see plan documents for other out-of-network services that may be covered at the in-network benefit level when certain conditions are met.

Just because a health care provider is listed in the directory doesn't mean that your health plan will cover all services. Look at your official plan documents, or call the number listed on your ID card, for information about the services your plan covers.

All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna Healthcare. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents or contact a Cigna Healthcare representative. All pictures are for illustrative purposes only.

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