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.

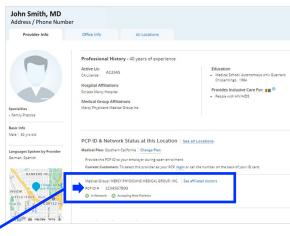**Offered by Cigna HealthCare of California, Inc.**

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 Healthcare℠ 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	Your PCP change will take effect by your plan start date
	Example: Call 10/15/24–12/31/24	The change takes effect 1/1/2025
If you call **after** your plan start date:	Before the 15th of the month	Your PCP change will take effect the first day of the following month
	Example: Call 1/1/25–1/14/25	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.**