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back of your ID card, enter in or verbally speak your member ID/SSN- this will automatically route you to your designated One Guide team. If you do not go through this authentication process, you will be routed to the national One Guide team and not the designated DU One Guide team.

Keep in mind that while having a PCP is recommended, it is certainly not required as part of your plan. So, if you need to make an appointment with a specialist, you do not have to establish a relationship with a PCP first and you do not need a referral from a PCP to see a specialist.

Cigna updates the information on our provider directory every 15 days to include whether a provider is taking new patients. Given the frequency of changes, Cigna, like all health plans, relies on the timeliness and accuracy of the data received by physician practices to update our directory. If you call a practice and find out that the provider you are seeking is not taking new patients, we recommend asking if another provider in the practice is available.

We are adding language on myCigna to alert and assist in directing customers to area LocalPlus practices that are accepting new patients, with customized provider lists. This will allow University of Denver employees and family members to more easily access LocalPlus providers, as an alternative to using the online provider directory. This customization should go live by 8/24/2021.

We encourage our customers to inquire if a practice, not just a specific provider, is taking new patients for Cigna LocalPlus. This may be with a mid-level provider initially such as a Nurse Practitioner, however we encourage this, as once a patient is es

proactively anticipate customers' needs who are not used to working in a largely self-navigated healthcare environment. Our objective is that the OneGuide team consistently refers to the customized guidance on myCigna and the series of special alerts on these nuances so they may best help members find physicians and secure appointments. This designated team will be available 8:00 a.m. – 6:00 pm on weekdays, with live OneGuide support from the larger non-designated One Guide team outside of those hours. This model will go into place .  
When calling the number on the back of your ID card, when you enter in or verbally speak your

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