



Urgent Care Services

John C. Lincoln Urgent Care at Anthem

3648 W Anthem Way #A100
Anthem, AZ 85086

(623) 434-6444

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Fastmed Urgent Care

3730 W Happy Valley Rd
#100

Glendale, AZ 85310

(623) 277-4140

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Nextcare Urgent Care

18589 N 59th Ave #101
Glendale, AZ 85308

(800) 819-8566

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Advanced Urgent Care

401 E Bell Rd #18
Phoenix, AZ 85022

(480) 456-0444

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Good Night Pediatrics Northwest Valley

8801 W Union Hills Dr Bldg
A

Peoria, AZ 85382

(623) 241-9026

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

West Valley Urgent Care

17218 N 72nd Dr #100

Glendale, AZ 85308

(623) 334-8670

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

CMG Urgent Care

5891 W Eugie Ave
Glendale, AZ 85304

(602) 588-6600

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Concentra Urgent Care

12808 N Black Canyon Hwy
Phoenix, AZ 85029

(866) 944-6046

Participates in: OAP

In Network

We Care Urgent Care

7615 W Thunderbird Rd
#106

Peoria, AZ 85381

(623) 773-2273

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Concentra Urgent Care

14155 N 83rd Ave Bldg H
101

Peoria, AZ 85381

(866) 944-6046

Participates in: OAP

In Network

Scottsdale Healthcare Urgent Care Center

13843 N Tatum Blvd #1

Phoenix, AZ 85032

(480) 323-3366

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Parkway Urgent Care

6565 E Greenway Pky #100
Scottsdale, AZ 85254

(480) 348-3200

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Abrazo Medical Group Urgent Care

6565 E Greenway Pky
Scottsdale, AZ 85254

(480) 905-2700

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Express Urgent Care PC

10249 W Thunderbird Blvd
#300

Sun City, AZ 85351

(623) 889-7285

Participates in: HMO,
LocalPlus, OAP, OAPC, PPO

In Network

Provider information was last updated on 02/21/2013

The information contained in this Directory is updated at least every 15 days and may have changed since this Directory was updated. Please check with your provider or CIGNA customer service using the toll-free number on your ID card before receiving services to confirm whether he or she is participating before scheduling your appointment

Additional questions or problems with this transmission? Call us toll-free at 1-800-Cigna24 (1-800-244-6224).

A Business of Caring

We're CIGNA HealthCare. It's our job to work with you to help care for your family's health.

We have the capabilities to do that job well.

CIGNA HealthCare is one of the largest, most stable health care organizations in the United States. More than 13 million people are already receiving their health care coverage through CIGNA HealthCare plans across the U.S.

T*his Guide provides a directory of doctors and other health care providers in this area who participate in the CIGNA HealthCare Open Access Plus plan.*

For more information about participating providers, visit our web site at www.cigna.com to view our online provider directory.

CIGNA HealthCare is a business of caring. That means we are committed to provide you with:

Access to quality health care at a cost you can afford.

Programs to help you keep healthy.

Protection against the unforeseen – to make sure that illness won't wreck your financial security.

Doctors who can explain, simply, what you want to know about your health.

Doctors whose offices are convenient to you.

The right to choose your doctor – and the same for each member of your family.

Coverage when you're away from home.

Provider Compensation

CIGNA HealthCare is committed to keeping you informed about matters related to your health care plan. For that reason, we offer the following description of the way that CIGNA HealthCare compensates health care providers (physicians, hospitals and other health care practitioners and facilities) that participate in our managed care networks.

CIGNA HealthCare compensates health care providers in ways that are intended to emphasize preventive care, promote quality care and ensure the appropriate and cost-effective use of covered medical services and supplies. CIGNA HealthCare reinforces this philosophy through utilization management decisions made by its medical directors and Health Services staff. CIGNA HealthCare employees are encouraged to promote appropriate utilization of covered health care services and to discourage underutilization.

The same criteria apply for physicians eligible to receive additional payments based on their performance. Physician compensation and incentives encourage the provision of medically necessary care. CIGNA HealthCare considers the physician's quality of care, quality of service and appropriate use of medical services prior to awarding any bonuses and incentives.

The methods by which participating health care providers agree to be compensated are described generally here. The amount and type of compensation a health care provider agrees to accept may vary depending upon the type of plan. For example, a hospital may agree to accept less for services provided to patients enrolled in an HMO plan than to patients enrolled in other types of plans. In addition, CIGNA HealthCare may attempt in various ways to promote the use of those participating providers that are the most cost-effective, while assuring quality and access to covered services and supplies.

DISCOUNTED FEE FOR SERVICE:

Payment for services is based on an agreed-upon discounted amount from the health care provider's bill.

CAPITATION:

By mutual agreement, network physicians, provider groups or physician/hospital organizations (PHOs) are paid a fixed amount (capitation) at regular intervals for each member assigned to the physician, group or PHO, whether or not services are provided. This payment covers physician and/or, where applicable, hospital or other services covered under the benefits plan. Medical groups and PHOs may in turn compensate providers using a variety of methods.

Capitation offers health care providers a predictable income, encourages physicians to keep people well through preventive care, eliminates the financial incentive to provide services that will not benefit the patient and reduces paperwork.

Providers paid on a capitation basis may participate in a risk-sharing arrangement with CIGNA HealthCare; they agree on a target amount for the cost of certain services and share all or some of the amount by which costs are over or under the target. Provider services are monitored using criteria that may include accessibility, quality of care, member satisfaction and appropriate and cost-effective use of medical services and supplies.

CIGNA HealthCare may also work with third parties that administer payments to participating providers. Under these arrangements, CIGNA HealthCare pays the third party a fixed monthly amount for these services. Providers are compensated by the third party for services provided to CIGNA HealthCare plan members from the fixed amount. Compensation arrangements vary but generally depend on overall utilization.

SALARY:

Physicians and other providers who are employed to work in a CIGNA HealthCare staff-model medical facility are paid a salary. The salary is decided in advance each year and is guaranteed regardless of the services provided. Physicians are eligible for a bonus at the end of the year based on performance, which is evaluated using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies.

BONUSES AND INCENTIVES:

Some providers may receive additional payments based on their performance, which is measured using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies. Providers may also receive financial and/or nonfinancial incentives that promote utilization of cost-effective participating providers (such as hospitals, labs, specialists and vendors) and covered drugs and supplies.

PER DIEM:

A specific amount is paid to a hospital per day for all health care received. The payment may vary by type of service and length of stay.

CASE RATE:

A specific amount is paid for all health care received in the hospital for a given hospital stay (such as for a normal maternity delivery).

If you would like to find out which compensation method applies to services you receive from a provider, just ask the provider's administrative staff. CIGNA HealthCare Member Services is available to help with general questions at the toll-free telephone number on your CIGNA HealthCare ID card.

CIGNA LIFESOURCE **Transplant Networksm**

CIGNA HealthCare is committed to providing access to quality health care through today's innovative and technologically advanced medical options. As a CIGNA HealthCare member, you'll have access to the CIGNA LIFESOURCE Transplant Networksm, a network of participating organ and tissue transplant centers. Developed by a team of CIGNA HealthCare clinical professionals, the CIGNA LIFESOURCE Transplant Networksm includes respected hospitals and medical centers throughout the United States.

As part of the credentialing program, each transplant facility is evaluated for favorable rates of patient outcomes, as well as waiting periods, housing arrangements, and "patient friendly" environments, before it is included in the CIGNA LIFESOURCE Transplant Networksm.

CIGNA LIFESOURCE participants are managed by the Comprehensive Transplant Case Management Unit. This unit consists of Registered Nurses with clinical experience in transplant, hematology/oncology, home health care, dialysis, critical care and/or community care. They are specially trained to manage complex transplant cases.

Benefits from the Comprehensive Transplant Case Management Unit include:

- Clinical partnership with providers
- Consistency in service and benefit administration
- Dedicated resources for complex areas of medicine
- Advocacy
- Administrative efficiency

In some instances a travel allowance is offered as a feature of the program. Please be aware that most of these expenses are usually considered taxable income.

As a CIGNA HealthCare member, you can have access to these services when they are coordinated through your physician and your CIGNA HealthCare plan Medical Director.

**Respected
hospitals and
medical
centers
throughout
the United
States.**

All Children's Hospital
801 6th St S
St. Petersburg, FL 33701

**Barnes Jewish Hospital/
Washington University
& St. Louis Children's
Hospital**

One Barnes Hospital Plz
St. Louis, MO 63110

**California Pacific Medical
Center**

2333 Buchanan St
San Francisco, CA 94115

Cedars-Sinai Medical Center

8700 Beverly Blvd
Los Angeles, CA 90048

**Children's Hospital Medical
Center**

3333 Burnett Ave
Cincinnati, OH 45229

**Children's Hospital of
Denver**

1056 E 19th Ave
Denver, CO 80218

**Children's Memorial
Hospital**

2300 Childrens Plz
Chicago, IL 60614

**City of Hope National
Medical Center**

1500 E Duarte Rd
Duarte, CA 91010

Cleveland Clinic Foundation

9500 Euclid Ave
Cleveland, OH 44195

**Duke University Medical
Center**

Erwin Rd
Durham, NC 27710

Florida Hospital

601 E Rollins St
Orlando, FL 32803

**Froedtert Memorial
Lutheran Hospital**

9200 W Wisconsin Ave
Milwaukee, WI 53226

**H. Lee Moffitt Cancer
Center**

12902 Magnolia Dr
Tampa, FL 33612

**Hackensack University
Medical Center**

30 Prospect Ave
Hackensack, NJ 07601

**Jackson Memorial
Hospital/University of
Miami**

1611 NW 12th Ave
Miami, FL 33136

Jewish Hospital

217 E Chestnut St
Louisville, KY 40202

**Johns Hopkins Health
System**

600 N Wolfe St
Baltimore, MD 21287

Lahey Clinic Medical Center

41 Mall Rd
Burlington, MA 01805

**Loma Linda University
Medical Center**

11234 Anderson St
Loma Linda, CA 92354

**Lucile Packard Children's
Hospital**

725 Welch Rd
Palo Alto, CA 94304

**M. D. Anderson Cancer
Center**

1515 Holcombe Blvd
Houston, TX 77030

Medical City Dallas Hospital

7777 Forest Ln
Dallas, TX 75230

Medical College of Virginia

401 N 12th St
Richmond, VA 23298

**Medical University of South
Carolina**

171 Ashley Ave
Charleston, SC 29425

Memorial Hermann Hospital

6411 Fannin St
Houston, TX 77030

Mt. Sinai Medical Center

One Gustave L. Levy Place
New York, NY 10029

Nebraska Health System

Nebraska Medical Center Dr
Omaha, NE 68198

New England Medical Center

750 Washington St
Boston, MA 02111

**Northside Hospital/The
Blood and Marrow
Transplant Group of
Georgia**

960 Johnson Ferry Rd
Atlanta, GA 30342

**Presbyterian St. Luke's
Medical Center**

1719 E 19th Ave
Denver, CO 80218

Scripps Green Hospital

4275 Campus Point Ct
San Diego, CA 92121

Sharp Memorial Hospital

7901 Frost St
San Diego, CA 92123

**St. Jude Children's Research
Hospital**

332 N Lauderdale St
Memphis, TN 38105

**Stanford University Medical
Center**

300 Pasteur Dr
Stanford, CA 94305

Tampa General Hospital

Davis Islands
Tampa, FL 33655

**Temple University Health
System**

3401 N Broad St
Philadelphia, PA 19140

**Thomas Jefferson University
Hospital**

111 S 11th St
Philadelphia, PA 19107

UCLA Medical Center

10833 Leconte Ave
Los Angeles, CA 90095

UCFS Medical Center

505 Parnassus Ave
San Francisco, CA 94143

**University Hospitals of
Cleveland**

11100 Euclid Ave
Cleveland, OH 44106

University Medical Center

1501 N Campbell Ave
Tucson, AZ 85724

**University of Alabama at
Birmingham**

1825 University Blvd
Birmingham, AL 35294

**University of California
Davis**

2315 Stockton Blvd
Sacramento, CA 95817

**University of Chicago
Medical Center and
Wyler Children's
Hospital**

5841 S Maryland Ave MC5026
Chicago, IL 60637

University of Colorado

4200 E 9th Ave
Denver, CO 80262

**University of Massachusetts
Medical Center**

55 Lake Ave N
Worcester, MA 01655

**University of North Carolina
Medical Center**

101 Manning Dr
Chapel Hill, NC 27514

**University of Pennsylvania
Health System**

3400 Spruce St
Philadelphia, PA 19140

University of Virginia

Lee St
Charlottesville, VA 22908

**University Physicians, Inc.
(University of Maryland)**

22 S Greene St
Baltimore, MD 21201

USC University Hospital

1500 San Pablo St
Los Angeles, CA 90033

Vanderbilt University

1211 22nd Ave S
Nashville, TN 37232