



GET THE HELP YOU NEED WHEN YOU NEED IT MOST

The Cigna Behavioral Centers of Excellence Program offers you quality, in-network, affordable care

There is a wide range of behavioral health and substance use hospital and residential treatment locations across the country. Selecting the right health care facility is an important decision, but knowing which one to choose can be overwhelming, especially when you or a loved one is in critical, immediate need of care. That's why Cigna has developed its Centers of Excellence program – to help our customers in their greatest time of need.

Cigna has identified in-network facilities* that provide quality, cost-effective care to help you make this important decision.

We select facilities based on data, not advertising. For example, our studies show that out-of-network substance use treatment facilities have a 71% higher readmission rate than our Substance Use Centers of Excellence locations.**

With nationwide locations for mental health treatment, substance use treatment and eating disorder treatment, help is available and closer than you think.



How to locate a Center of Excellence For a list of Centers of Excellence locations in your area:

- › Visit [myCigna.com](https://mycigna.com).
- › Go to the “Find Care & Cost” tab at the top of the screen.
- › Click on “Locations” and search for “Centers of Excellence.”
- › Call **800.274.7603** to speak with a Cigna Behavioral Member Advocate who can assist you in finding the best location for your specific needs.

Together, all the way.®



Offered by Cigna Health and Life Insurance Company or its affiliates.

* All participating facilities provide an inpatient or residential level of care with a step down to a partial hospitalization (PHP) or intensive outpatient program (IOP), which are subject to prior authorization. **The following services are generally not covered:** Services considered to be experimental, investigational and unproven, and nonmedical ancillary services including, but not limited to, educational services, custodial services, vocational rehabilitation and counseling services, religious counseling, work-hardening programs and driver safety programs. This is not a complete list of plan terms and plans may vary. See your plan documents for details of your specific health plan.

** Cigna 2018 and 2019 book-of-business claims study (6/1/18 through 5/31/19). Costs refer to allowed amounts, 30-day calendar readmissions, an industry metric.

The Cigna Behavioral Centers of Excellence program is not a guarantee of the quality of care that will be provided to individual patients. You should consider all relevant factors and consult with your treating doctor when choosing a provider for care. Providers are solely responsible for any treatment provided to their patients. Providers are not agents of Cigna.

All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents.

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