

## *Having Difficulty Confirming Your Provider is In-Network? Here's What You Need to Know*

### Cigna and Priority Health Strategic Alliance

Cigna and Priority Health have entered into a Strategic Alliance, allowing us to combine the strengths of both organizations. This partnership is designed to deliver a simplified, more predictable healthcare experience for members and providers in **Michigan's Lower Peninsula**.

Navigating provider networks can sometimes be confusing. If you're having trouble confirming whether your healthcare provider is in-network, we've put together some helpful tips and resources to make the process easier.

#### 1. Attend an Open Enrollment Session

Open Enrollment is a great opportunity to learn firsthand about your benefits and ask any lingering questions. We highly encourage attendance so you can make informed decisions and have clarity about your coverage.

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#### 2. Know Where to Search

- **Always use Cigna's directory** to confirm in-network status.
  - **Priority Health (PH) providers** will appear in Cigna's search tools, not Priority Health's own directory.
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#### 3. Confirming Provider Participation

- If a provider appears in **Cigna's Open Access Plus (OAP) network search**, they should accept Cigna.
  - If a provider indicates they **do not take Cigna**, please notify the People Experience team. We can coordinate with Cigna to provide education and ensure the provider understands the arrangement.
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#### 4. When to Verify Coverage

- Members can ask providers directly if they accept **Priority Health**, which generally indicates participation in Cigna's OAP network.
- Providers can also verify coverage **once your benefits are active**

## 5. ID Cards & Quick References

- Members in the Lower Peninsula of Michigan will see the **Priority Health logo** on their ID cards.
  - A **quick reference guide** is available here: [CHCP - Resources - Priority Health](#) , which provides visuals and additional details about the arrangement.
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## 6. Behavioral and Mental Health Coverage

Your mental health matters to us, and we want to make sure you have access to the right care and support. Under the new arrangement, all Priority Health medical providers are considered in-network; however, behavioral and mental health providers are not included in that portion of the network.

Mental health services will continue to be provided through Cigna's Open Access Plus (OAP) network. This means some employees may need to connect with a Cigna-contracted mental health provider for ongoing care. You can easily confirm in-network providers using the Cigna online provider search tool.

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## 7. Need Assistance?

If you encounter providers who are unsure about accepting Cigna, contact the **People Experience team at [px@cloudonedigital.com](mailto:px@cloudonedigital.com)**. We can engage Cigna's Platinum Service Team, dedicated to provider outreach and education, to resolve any issues quickly.

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We're committed to ensuring your benefits work smoothly for you. Don't hesitate to reach out if you have questions or need assistance confirming your provider's network status.