

SERVICES AVAILABLE TO ALL CIGNA MEMBERS (CONT'D)

Urgent Care/Emergency Services

THERE IS NO PCP REFERRAL REQUIRED FOR URGENT OR EMERGENT CARE.

- If possible, members should call their PCP before seeking urgent or emergent care.
- If the PCP is not available, the member can call GIGNA 24 hour Hotline for directions or triage.
- CIGNA members should be directed to the nearest emergency room only if the situation is life threatening.

WellAware

For information regarding our asthma, diabetes and low back pain Well Aware programs, please call the following numbers:

Asthma: 800.894.0086

Diabetes: 800.249.6512

Low Back Pain: 602.371.2501

Note: To obtain further information on any of these Special Needs Programs, call the toll-free number on the back of the member's ID card.