



RICARDO LARA
CALIFORNIA INSURANCE COMMISSIONER

Health Care Provider Network Waivers

Health Insurance Company: Cigna Health and Life Insurance Company

Product Name: Cigna Local Plus

Insurance Company's Contact Number: PF-2023-01249

Insurance Company Network Information Website: www.cigna.com

As of: April 26, 2024

Health insurance companies must be able to deliver timely and appropriate access to health care services by maintaining adequate networks of health care providers and facilities.

If a health insurance network cannot satisfy network adequacy requirements, it must obtain a waiver from the California Department of Insurance. A waiver may be requested for the following reasons: (1) there is an absence of practicing providers or facilities in the area; (2) the health insurance company is unable to contract with a sufficient number of providers or facilities in the area; (3) a provider or facility leaves the network; or (4) the health insurance company proposes an innovative network design shown to provide a benefit to consumers.

The health insurance company will assist covered persons in locating providers or facilities that are available and accessible based on their health care needs. If a network provider or facility is not available within the network adequacy requirements, a covered person may work with an insurer to access an out-of-network provider or facility at the in-network cost sharing.

The waivers granted for this health insurance network are listed in the table below. Please contact the health insurance company's consumer help line noted above regarding the current availability and status of network providers noted below.

Should a coverage dispute arise, contact the health insurance company first. If the dispute is not resolved, contact the California Department of Insurance, Consumer Services Division, 300 S. Spring Street, Los Angeles, CA 90013. If you have any questions, the Department can be reached at (800) 927-4357, outside of California at (213) 897-8921.

Countyⁱ	Facility/Provider Type	Waiver Provisions
Alameda	<ul style="list-style-type: none"> • Narcotic Treatment Programs 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
El Dorado (partial)	<ul style="list-style-type: none"> • Cardiac Catheterization Services • Cardiac Surgery Program • Cardiothoracic Surgery • Critical Care Services - Intensive Care Units (ICU) • Imaging/Radiology • Oral Surgery 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

Countyⁱ	Facility/Provider Type	Waiver Provisions
Imperial (partial)	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility (not including acute, general acute, psychiatric, or chemical dependency recovery hospitals) • Allergy and Immunology • Audiology • Cardiac Catheterization Services • Cardiac Surgery Program • Cardiothoracic Surgery • Colon/Rectal Surgery • Dietician/Nutrition • Genetics • Inpatient Hospice • Inpatient Psychiatric Facility • Inpatient Substance Abuse • Maternal and Fetal Medicine • Narcotic Treatment Programs • Oral Surgery • Orthotics and Prosthetics • Skilled Nursing Facilities • Speech Therapy (Free-standing; hospital outpatient and ambulatory health care facilities) • Urgent Care Center • Vascular Surgery 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Kern (partial)	<ul style="list-style-type: none"> • Anesthesiology • Autism • Cardiothoracic Surgery • Colon/Rectal Surgery • Dietician/Nutrition • Emergency Medicine • Genetics • Gynecology (OB/GYN) • Narcotic Treatment Programs • Oral Surgery • Pathology • Psychology 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

Countyⁱ	Facility/Provider Type	Waiver Provisions
Napa	<ul style="list-style-type: none"> • Cardiothoracic Surgery • Nuclear Medicine • Oral Surgery 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Placer (partial)	<ul style="list-style-type: none"> • Cardiac Surgery Program • Oral Surgery • Pathology 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Riverside (partial)	<ul style="list-style-type: none"> • Cardiac Catheterization Services • Cardiac Surgery Program • Cardiothoracic Surgery • Dietician/Nutrition • Outpatient Infusion Therapy 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Sacramento	<ul style="list-style-type: none"> • Cardiac Surgery Program • Oral Surgery 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

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San Bernardino	<ul style="list-style-type: none"> • Cardiac Catheterization Services • Cardiac Surgery Program • Cardiothoracic Surgery • Dietician/Nutrition • Genetics • Outpatient Infusion Therapy • Psychiatry 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
San Joaquin	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility (not including acute, general acute, psychiatric, or chemical dependency recovery hospitals) • Genetics • Oral Surgery 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
San Luis Obispo (partial)	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility (not including acute, general acute, psychiatric, or chemical dependency recovery hospitals) • Cardiac Surgery Program • Cardiothoracic Surgery • Colon/Rectal Surgery • Emergency Medicine • General Surgery • Genetics • Inpatient Psychiatric Facility • Inpatient Substance Abuse • Nuclear Medicine • Oral Surgery • Plastic Surgery • Pulmonology • Skilled Nursing Facilities • Urology • Vascular Surgery 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

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San Mateo	<ul style="list-style-type: none"> • Narcotic Treatment Programs 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Santa Barbara (partial)	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility (not including acute, general acute, psychiatric, or chemical dependency recovery hospitals) • Audiology • Cardiac Surgery Program • Cardiothoracic Surgery • Colon/Rectal Surgery • Dietician/Nutrition • Genetics • Inpatient Psychiatric Facility • Inpatient Substance Abuse • Nuclear Medicine • Oral Surgery • Radiation Oncology • Urology • Vascular Surgery 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Santa Clara	<ul style="list-style-type: none"> • Narcotic Treatment Programs 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

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Santa Cruz	<ul style="list-style-type: none"> • Narcotic Treatment Programs 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Solano	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility (not including acute, general acute, psychiatric, or chemical dependency recovery hospitals) • Cardiac Surgery Program • Narcotic Treatment Programs • Oral Surgery • Pathology 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Sonoma (partial)	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility (not including acute, general acute, psychiatric, or chemical dependency recovery hospitals) • Cardiac Surgery Program • Narcotic Treatment Programs • Oral Surgery • Pathology 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

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Stanislaus	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility (not including acute, general acute, psychiatric, or chemical dependency recovery hospitals) • Cardiac Catheterization Services • Cardiac Surgery Program • Cardiothoracic Surgery • Colon/Rectal Surgery • Dietician/Nutrition • Genetics • Oral Surgery 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Sutter	<ul style="list-style-type: none"> • Cardiac Surgery Program • Cardiothoracic Surgery • General Acute Care Hospital • Neurological Surgery • Nuclear Medicine • Oral Surgery • Pathology • Radiation Oncology • Vascular Surgery 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Tuolumne (partial)	<ul style="list-style-type: none"> • Anesthesiology • Cardiac Catheterization Services • Cardiac Surgery Program • Cardiothoracic Surgery • Colon/Rectal Surgery • Dietician/Nutrition • Emergency Medicine • General Acute Care Hospital • Genetics • Gynecology (OB/GYN) • Imaging/Radiology • Optometrist • Oral Surgery • Pathology • Pediatrics PCP 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

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Ventura (partial)	<ul style="list-style-type: none"> • Cardiothoracic Surgery • Colon/Rectal Surgery • Dietician/Nutrition • Genetics 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
Yolo	<ul style="list-style-type: none"> • Cardiac Surgery Program • Oral Surgery • Pathology 	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

ⁱ The service area of the network includes the entire county, unless otherwise denoted.