At the UFCW & Employers Arizona Health and Welfare Trust, we’re always looking for new ways to better serve our members and improve efficiency to make sure the benefits we enjoy are available to future generations of workers.

That’s why we’re proud to announce that, beginning April 1, 2015, the Plan will use Cigna’s Open Access Plus (OAP) network. This national network will offer improved support for both you and your covered dependents.

Please see page 2

Visit SSA online!

Our website makes it easy for participants to access their personalized portals for individual claims information, print EOBs (Explanations of Benefits), personalize their benefit sections, download mailings and more! The website now enables participants to click on an icon to receive ALL mailings, EOBs and more via email, and read them online!

Questions?
You can call Southwest Service Administrators at (800) 474-3485

www.ssatpa.com
Change of network to enhance member benefits

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without compromising your access to quality in-network providers.

Members of the Trust previously were covered by the Blue Cross network of Arizona.

The OAP network offers more than one million in-network provider locations including hospitals, physicians, labs and other specialty providers. The network is comprised of many of the same doctors and facilities that participate in the current PPO network, so your doctor is most likely a Cigna OAP provider.

However, you should always confirm that your preferred doctor or facility is a Cigna OAP provider before receiving services.

To locate a Cigna OAP provider, visit cignasharedadministration.com and select “Find A Doctor,” or call (855) 205-2414.

If you don’t currently have a Primary Care Physician, we highly recommend you begin a relationship with one to help coordinate your care. You and your covered dependents can find one who fits your needs in the Cigna Medical Group (CMG), a team of 180 primary and specialty care providers in 23 locations across the Valley.

Visit cignamedicalgroup.com to find a participating doctor or pediatrician.

Members will have access to CMG physicians beginning April 1, 2015.

Check your mail

Check your mailbox in the coming weeks for a Provider Nomination Form. This form can be filled out and mailed to the Fund office if your current provider is not in the OAP network, and Cigna will try — as appropriate — to recruit your provider into its network.

Please note: Submission of the Provider Nomination Form does not guarantee your preferred provider will be added to the OAP network. Cigna will do its best to continue to expand its provider network by reviewing suggestions from members.

You will also receive new medical ID cards, which are valid beginning April 1, 2015. Please present your new ID card at the time of service and discard your old card. Your provider should copy the front and back of your new card at your next visit after April 1.

New programs and enhancements

Effective April 1, 2015, members will have access to a 24-hour Health Information Line. You can speak to a nurse any time, any day to discuss any health issue you, your spouse or your covered dependents may have.

Nurses will be able to help you understand treatment options and potential remedies, as well as help you locate a nearby Urgent Care provider if necessary. Call (855) 205-2414 to speak to a nurse.

Cigna is committed to ensuring that members take an active role in staying healthy during pregnancy. Pregnant members have access to prenatal information and maternity nurses are always available to answer questions for expectant mothers and spouses. Call (855) 205-2414 to speak to a nurse.
Cigna Medical Group is one of the Valley’s largest multispecialty group practices with **23 locations and integrated services:**

- 23 medical offices with six multispecialty centers and three Urgent Care centers
- Vision services at eight locations
- Hearing services at three locations
- Pediatric services at nine locations
- Saturdays for Women
- Accredited Ambulatory Surgery Center and three endoscopy centers
- After-hours nurse triage telephone line
- Pain Relief Clinic

Members also will receive discounts on health-related products and services. Call (800) 558-9443 for a list of providers. Be sure to present your ID card to receive the discount.

Members will save on several products and services, including:

- More than 15,000 fitness facilities
- A network of more than 27,000 chiropractors, acupuncturists, massage therapists and registered dietitians
- Weight management programs
- Tobacco cessation programs
- Vision, hearing and LASIK correction services

**Cigna Care Designation**

Before we award a doctor the **Cigna Care Designation**, we do a lot of fact finding. Doctors in 22 medical specialties, including primary care, are assessed for quality and cost, since quality care doesn’t have to mean higher costs.

Whenever you use our online directory of doctors, you’ll find these top-performing doctors listed with a special Cigna Care Designation symbol. Primary care doctors and specialists are available in fields including:

- Dermatology
- Ear, nose and throat
- Endocrinology
- Family practice
- Gastroenterology
- General surgery
- Internal medicine
- Hematology/oncology
- Neurology
- Neurosurgery
-Ob/Gyn
- Ophthalmology
- Orthopedics and surgery
- Pediatrics
- Pulmonology
- Rheumatology
- Urology
- Allergy/Immunology
- Cardiology
- Colon and rectal surgery