

ACCESS AND AVAILABILITY STANDARDS SURVEY

Cigna Medicare Advantage

About the survey

Each year, we evaluate the compliance of Cigna Medicare Advantage network-participating providers with our after-hours access and appointment availability standards. We do this by randomly selecting and calling primary care providers, high-volume and high-impact specialists, behavioral prescribers, and behavioral nonprescribers who participate in this network.

Appointment availability

We call the office during normal business hours, and ask questions relevant to different appointment types and provider availability. We determine compliance based on the answers.

After-hours access

We call the office after normal business hours, and determine compliance based on the messaging features and forwarding options.

Additional resources

- Cigna Medicare Advantage [2022 Provider Manual](#)
- Contact your Network Operations Representative

Appointment availability standard: Primary care

Appointment type	Access standard
Urgent/emergency	Immediately
Nonurgent/nonemergency	Within one week
Routine and preventive	Within 30 business days
On-call response (after hours)	Not to exceed one hour in the event of an emergency
Waiting time in office	30 minutes or less

Appointment availability standard: Specialist

Appointment type	Access standard
Urgent/Emergency	Immediately
Nonurgent/nonemergency	Within one week
Elective	Within 30 business days
High index of suspicion malignancy	Less than seven days
Waiting time in office	30 minutes or less

After-hours access standard: Primary care and specialist

Emergency calls	Return call within 60 minutes of receiving it
Nonemergency calls	Return call within 24 hours
After-hours calls (when office is closed)	<ul style="list-style-type: none">• Reliable 24-hours-a-day, seven-days-a-week answering service with a beeper or paging system, and on-call coverage arranged with another participating provider (same specialty preferred)or• Provider answering machine directs customers to the nearest emergency room in the case a provider, office staff, or live party is not available to assist the customer after hours.

Together, all the way.™



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