



Cigna Healthcare® PPO Network FAQ

I live in the core counties

How does the Cigna Healthcare® PPO Network impact me?

If you live in the core counties, your network is **NewHealthConnect-Summa Health**. You do not have access to out-of-network care except for urgent/emergent care. In those situations, when outside of Ohio, you would access the Cigna Healthcare PPO network.

You will receive an updated identification card prior to June 1, 2026 with the Cigna Healthcare information located on the back of your identification card. This will help inform providers where to submit claims if you were to seek urgent/emergent care.



I live in Ohio, but outside of the core counties

How does the Cigna Healthcare® PPO Network impact me?

If you live outside of the core counties, but within the state of Ohio, your network is **Ohio PPO Connect**. You do not have access to out-of-network care except for urgent/emergent care. In those situations, outside of Ohio, you would access the Cigna Healthcare network.

You will receive an updated identification card prior to June 1, 2026 with the Cigna Healthcare information located on the back of your identification card. This will help inform providers where to submit claims if you were to seek urgent/emergent care.

I live outside of the state of Ohio

How does the Cigna Healthcare® PPO Network impact me?

If you live outside of the state of Ohio, Cigna Healthcare PPO will become your new primary network effective June 1, 2026. Below is some additional information to assist you with any questions you may have. Please reach out to Member Services at **844.751.0436** if you have any questions about this transition or need assistance locating a provider.

Why is the network changing?

Cigna Healthcare® is a well-recognized national network within the provider community, and they have a broad network of providers.

What do I need to do?

- Show your new ID card to all of your providers, the Cigna Healthcare information the provider will need to submit claims is on the back of the ID card.
- Discard your current ID card.

When will I receive my new ID card?

Cards are being mailed by the middle of May and should be in homes by June 1, 2026.

What if I need additional ID cards for my dependents?

Additional ID cards can be requested via Plan Central or by calling Member Services.

Why is my dependent not on my card?

If your dependent has a permanent address that is different from yours and accesses a different network, they will receive their own identification card.

Why is the logo on the front of my card not a SummaCare logo or a Cigna Healthcare logo?

Cigna Healthcare utilizes third party networks (TPN) in some rural zip codes to supplement coverage where Cigna may not offer coverage. If you happen to live in one of those zip codes, you will see a network logo on the front of your identification card other than Cigna.

What if my provider does not participate in the Cigna Healthcare network?

- Please contact SummaCare Member Services so we can work with you to transition your care to a network provider at the appropriate time.
- If you are currently utilizing Homelink for DME or Quest Diagnostics for labs these will remain covered in-network as SummaCare holds a national contract.

Can I continue care with my current provider for a limited time?

Our clinical team will work with you and your provider to determine the appropriate time to transition your care, if applicable.

What happens if I'm pregnant or undergoing ongoing treatment?

Please contact SummaCare Member Services so we can work with you to transition your care to a network provider when appropriate.

How do I access the provider directory?

The online provider directory will be available at **summacare.com** on June 1, 2026; prior to that you can visit **cigna.com**.

Who can I contact if I need help choosing a provider?

Please contact the Member Services number on the back of your ID card.

