



What happens on May 1?

Your CIGNA coverage becomes effective Sunday at 12 a.m. when the calendar changes to May 1. So, what will that mean for you? Here's what you need to know for Sunday:

ID cards

- 46,870 ID cards were mailed by April 27. If you enrolled online by April 20, you should receive your card in the mail before May 1.
- If you enrolled later in the open-enrollment period, you will not have your card yet. You can print out a generic card for your plan here. These cards are good until May 15 and should serve to identify you as CIGNA-covered until your personalized cards come.

[CIGNA KelseyCare](#)

[CIGNA Open Access](#)

[Consumer-Driven Health Plan](#)

[Retirees of Texas Option Plus](#)

- If you were enrolled in the BCBSTX HMO or PPO didn't make an enrollment, you were automatically placed in the Open Access plan, and you can print out the generic Open Access card.

Urgent care over the weekend

- If you need to visit the ER or an urgent-care center, CIGNA representatives are available 24 hours a day to verify your coverage at 800-997-1406.
- Click here for a list of [CIGNA urgent care centers](#)

Prescriptions

- As of Sunday, you'll need to get your prescriptions from pharmacies in the CIGNA pharmacy network, which includes CIGNA Home Delivery, HEB, CVS, Target, Kelsey-Seybold, and a few independent pharmacies. If you have an open refill, you should get it refilled before Sunday using your current BCBSTX coverage.
- If you have an open refill at Walgreens or another pharmacy not in the network, you'll need to ask your pharmacist to transfer it to an in-network pharmacy. [Click here for web links to each of the major chains for transfer instructions.](#)
- Reminder, if you are in the KelseyCare plan, you'll have a \$100 individual and \$300 family deductible for prescription drugs starting May 1.

If you are in the hospital when it turns to May 1 ...

- The part of your hospitalization that occurs before May 1 will be covered according to the HMO or PPO plan you are enrolled in now. The part of your continuous hospitalization that bridges across to May 1 and beyond will be covered according to the new Cigna plan you elect.
- In the KelseyCare Limited Network plan, you will pay the \$500 hospital copayment, and won't be required to pay a new copayment to CIGNA for that hospitalization.
- In the Open Access plan and the CDHP, all deductibles and coinsurance will apply on May 1. There is no carryover from any HMO or PPO plan benefits.

May 2 and beyond ...

- If you're in the KelseyCare plan, you must get your medical care from Kelsey-Seybold clinics unless you have been approved for guest privileges. The CIGNA HealthCare Guest Privileges Program provides temporary health-care coverage if you or a covered dependent – such as your away-at-college child – are away from home for between 60 days and two year. [For more on the guest privileges program, click here.](#)
- If you're in the Open Access or CDHP plans, you have access to doctors nationwide.
- If you have questions you can call CIGNA any time day or night, 800-997-1406.
- Register for and log on to www.mycigna.com.

<http://www.houstontx.gov/hr/oe11>