

Finding a care facility can be overwhelming. Evernorth can help.

Our Behavioral Centers of Excellence program¹ offers quality, in-network, affordable care



When you need support for behavioral health or substance use, there are so many hospitals, residential treatment facilities and other locations across the country to choose from.

It can be hard to know which facility is right for your condition, your treatment or your loved ones. Making this decision can be especially difficult when you need immediate care.

That's why we developed the Centers of Excellence program to help you find the care you need, when you need it. These in-network facilities² provide cost-effective care and are selected based on quality and care statistics, not advertising.

You can choose from a trusted list of nationwide locations that support adult mental health, child and adolescent mental health, eating disorders and substance use.

Here's how to find a Center of Excellence near you:

- + Visit well.evernorth.com.
- + Go to the "Find Care & Cost" tab at the top of the screen.
- + Click on "Health Facilities" and search "Centers of Excellence."
- + Or call **888.736.7009** to speak with a Behavioral Member Advocate who can help you find the best location for your needs.



Quality you can count on.

Our Centers of Excellence have a **71% lower readmission rate** compared to out-of-network facilities.³

Find a Center of Excellence near you.

Log in to well.evernorth.com or call **888.736.7009** to get started.

1. The Center of Excellence designation is a partial assessment of quality and cost-efficiency and should not be the only basis for decision-making (as such measures have a risk of error). Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Quality designations and ratings found in Cigna's online provider directories are not a guarantee of the quality of care that will be provided to individual patients. Providers are solely responsible for any treatment provided.
2. All participating facilities provide an inpatient or residential level of care with a step down to a partial hospitalization (PHP) or intensive outpatient program (IOP), which are subject to prior authorization. The following services are generally not covered: Services considered to be experimental, investigational and unproven, and nonmedical ancillary services including, but not limited to, educational services, custodial services, vocational rehabilitation and counseling services, religious counseling, work-hardening programs and driver safety programs. This is not a complete list of plan terms and plans may vary. See your plan documents for details of your specific health plan.
3. 2018 and 2019 book-of-business claims study (6/1/18 through 5/31/19). Costs refer to allowed amounts, 30-day calendar readmissions, an industry metric.

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