Your Health and Wellness Resource

2026



ORLANDO HEALTH®

Cast Advantage℠

For the Disney Medical Plan



Committed To Caring for Disney Cast Members

Through an extensive network of primary care and specialty physician practices, advanced medical services and state-of-the-art facilities, we pledge to be the best provider possible. We strive to provide you with easy access to quality healthcare — where and when you need it.

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Orlando Health
Your Source for Personalized Care

Dedicated to You

At Orlando Health, you'll find a care team dedicated to you and your unique needs. Whether you need routine health management, specialty treatment, or unplanned urgent or emergency care, we're committed to making every interaction feel supportive and comfortable. Building connections and creating an individualized experience is at the heart of what we do.

Focused on Listening

Healthcare should feel personal. At Orlando Health, we listen carefully and provide care that is respectful, attentive and tailored to your individual needs. Here, you'll find healthcare that is:

- Accessible
- Compassionate
- Comprehensive and coordinated
- Focused on quality and safety
- Personal





Stay In Sync with Connected Care

We realize that Disney Cast Members lead busy lives, whether on the go, at home, or taking great care of guests. So, Orlando Health has made it easy to access your health resources and track your progress on your health journey.

OrlandoHealth.com/Disney

Visit this user-friendly hub for everything you need to know about your Orlando Health Cast Advantage plan and other Disney Cast Member benefits.

Orlando Health MyChart®

Download the MyChart® app to keep track of all your healthcare. Orlando Health MyChart® is a secure online health connection that allows you to manage appointments, access test results, request prescription refills, pay bills and more. Scan to download MyChart® today!

MyChart® is a registered trademark of Epic Systems Corporation.

Orlando Health Virtual Extended Care

Get on-demand virtual urgent care with board-certified physicians, available 24/7/365 for common minor medical issues such as sore throat, sinus infection, fever, rashes, and more. Visits are available by phone or video, nationwide across the United States, so you can get care from home, work, while traveling, or for a child away at college. Access care through the MyChart® menu by selecting Virtual Extended Care. For Disney plan members, this benefit is available with a $0 copay.

Orlando Health Clinically Integrated Network

Explore access to a vast network of more than 9,000 providers in more than 110 different specialties. This means our doctors have the broad range of knowledge, experience and compassion necessary to manage your family's needs.

Disney Cast Member Coordinated Concierge Service Line

As a Disney Cast Member or family member, you have access to an extra level of service through our Coordinated Concierge Line designed to help you get the assistance and care you need quickly and easily, 24/7/365.

(844) WDW-OHFP
(844) 939-6437

Our concierge team will help you directly or, if necessary, connect you with an expert resource for the following types of services:

- Navigation and guidance through our healthcare system
- Scheduling assistance
- Basic health plan questions
- Billing questions

Orlando Health Medical Group

Primary and Specialty Care

Orlando Health Medical Group is a physician-led group of employed providers committed to offering compassionate care and clinical excellence. Providing care in nearly every area — from primary care to specialty institutes — our teams of physicians, advanced practice professionals, nurses, clinicians and office staff work together to meet all of your healthcare needs. With over 350 practices, we offer convenient locations and scheduling options, including same-day and next-day appointments when available.

The group encompasses physicians in the following areas:

- Adult Medical and Surgical Specialties
- Orlando Health Physician Associates
- Orlando Health Children's Arnold Palmer Hospital – Pediatric Specialty Practices
- Orlando Health Advanced Rehabilitation Institute
- Orlando Health Aesthetic and Reconstructive Surgery Institute
- Orlando Health Cancer Institute
- Orlando Health Children's Heart Institute
- Orlando Health Children's Neuroscience Institute
- Orlando Health Colon and Rectal Institute
- Orlando Health Digestive Health Institute
- Orlando Health Heart and Vascular Institute
- Orlando Health Jewett Orthopedic Institute
- Orlando Health Neuroscience Institute
- Orlando Health Weight Loss and Bariatric Surgery Institute
- Orlando Health Women's Institute

Orlando Health Physician Associates is the medical group's main provider of primary care services with providers practicing in the following areas:

- Family Medicine
- Internal Medicine
- Pediatric Medicine
- Podiatry Services
- Women's Health



Learn more at **OrlandoHealth.com/Disney**.



It All Starts with Your Primary Care Physician

Your primary care physician (PCP) can provide the best care when they have the opportunity to become familiar with you, along with your medical and family history. That's why we encourage you to schedule a new patient visit early on, so your PCP can personalize your care, getting to know you prior to the onset of any illness or injury.

New Patient Visit

Before your visit: Download Orlando Health MyChart® to get your records uploaded in the app before your appointment. If necessary, request a transfer of medical records from any of your current physicians and bring them with you. The staff at any Orlando Health PCP office will be happy to assist you.

During your visit: Your PCP will ask about your medical history as well as that of your family, and will want to know about any medications you're currently taking. If any of your prescriptions need to be refilled, this can be done. If any medical conditions require tests, X-rays or referrals to a specialist, your doctor will take care of that, too.

At your visits, you will be asked to provide:

- A valid photo ID
- Your insurance card
- A list of any medications you're currently taking, including prescription and over-the-counter, as well as any vitamins or supplements
- A list of any allergies, including medication reactions
- Your medical history, including surgeries and hospitalizations
- Your family history, including biological parents, grandparents, aunts, uncles, cousins, siblings and children
- A list of specialists you've seen
- Any questions or health concerns you may have



Annual Physical/Preventive Exam

Once you are established with your Orlando Health PCP, getting a yearly "checkup" is critical to prevent disease and maintain good health. It is especially important to help detect what can be silent but dangerous chronic conditions, such as diabetes and heart disease.

During your annual exam, your Orlando Health Cast Advantage PCP will:

- Perform a physical exam
- Discuss your health habits, including diet and exercise
- Order annual lab work
- Conduct or order any age- or gender-appropriate wellness screenings (i.e., electrocardiogram (EKG), prostate, mammogram, etc.)
- Order medication refills as necessary
- Recommend lifestyle and preventive care

Based on any concerns you may have or symptoms you are experiencing, your doctor may ask you to schedule a follow-up appointment. This will allow any problems to be fully evaluated and discussed. Also, any appropriate testing and treatment can be recommended.

Tips for Talking to Your PCP

We encourage you to use the following important health reminders as helpful conversation starters with your PCP:

Colorectal Cancer Screening
Beginning at age 45, several options are available for colorectal cancer screening, including colonoscopy, sigmoidoscopy or a home Cologuard kit. Discuss with your PCP when you should be screened and which test would be best for you.

Breast Cancer Screening/Mammography
It is recommended that starting at the age of 35, women should be getting mammograms every 1 to 2 years. Women ages 50 and older should get a mammogram every year.

Depression
Most PCPs can treat mild depression in their office, or they can refer you to a qualified specialist to provide the appropriate care needed. Be sure to speak up.

Diabetes
Blood sugar screening is recommended every three years after age 45. If you have diabetes, talk to your PCP regularly about your blood glucose and Hemoglobin A1c (HbA1c) levels.

Blood Pressure
You should have your blood pressure taken at every PCP visit. Your PCP can recommend healthy exercise and eating habits as well as medication intervention if needed to regulate your blood pressure.

Smoking Cessation
Your PCP is glad to help and can suggest tools or resources available to help you achieve your goals.

2026 Wellness Rewards

It's the healthiest $300 or $600 you'll ever earn. If you receive a preventative exam or cancer screening, or complete a journey on Disney CareConnect, Disney contributes $300 to your Health Savings Account (HSA) or Health Reimbursement Arrangement (HRA). And, if you cover a spouse or domestic partner, have them do the same to earn another $300. Easy as pie, and healthier too.

To qualify, you must take action before December 31, 2026.
Visit **Benefits.Disney.com** for more information.

Guide for Wellness Screenings and Immunizations*

Don't know when to schedule your wellness screenings and immunizations?

The below chart is a general guide, but doesn't consider your individual risk factors like personal, family and genetic history. Talk to your primary care doctor to be sure you're getting the care you need on the right schedule.

Type of exam or screening	Ages 18-39	Ages 40-49	Ages 50-64	Ages 65+
Health checkup	Annually	Annually	Annually	Annually
Blood pressure	Annually	Annually	Annually	Annually
Blood sugar	–	After age 45, every 3 years	Every 3 years	Every 3 years
Cholesterol	Every 5 years More often for smokers, diabetics, or from a family with a history of heart disease	Every 5 years	Every 5 years	Every 5 years
Colonoscopy	–	After age 45, every 10 years	Every 10 years	Every 10 years
Dental exam	Every 6 to 12 months	Every 6 to 12 months	Every 6 to 12 months	Every 6 to 12 months
Human papillomavirus (HPV) vaccine	Between ages 11 and 45	–	–	–
Flu vaccine	Annually	Annually	Annually	Annually
Pneumococcal vaccine	–	–	–	After 65, one to two doses
Skin and mole self-exam	Monthly	Monthly	Monthly	Monthly
Skin and mole exam by physician	Every 3 years	Annually	Annually	Annually
Women				
Breast self-exam	Monthly	Monthly	Monthly	Monthly
Mammogram	Starting at age 35, every 1 to 2 years	Every 1 to 2 years	Annually	Annually
Pelvic exam	Annually	Annually	Annually	Annually
Men				
Testicular self-exam	Monthly	Monthly	Monthly	Monthly
Prostate-specific antigen test	–	–	Annually	Annually

**This chart is a general guide for screening and immunization schedules. Check your policy to see what screenings and immunizations are covered by your plan.*

You and Your Primary Care Physician

We believe in the strength of your relationship with your PCP. Your Orlando Health PCP will place the focus of care on you, the patient, developing a partnership designed to guide and empower you to achieve your best health.

Your Orlando Health PCP pledges to:

Explain

Diseases, treatments and results in clear and easy-to-understand terms

Proper direction for medications

Ways to meet your healthcare needs outside of regular office hours

Listen

To your history, your care preferences and your health goals

To your questions and concerns

Maintain

Availability during regular business hours for all your care needs

Complete privacy concerning your treatments, records and conversations

Provide

Timely response with test results and to any inquiries

Specialists and trusted experts when needed

Coordinated communication between these specialists

Information about alternative services to help you maintain a healthy lifestyle

Clear instructions at the end of every visit on expectations, treatments and future plans

Easy-to-understand educational take-home materials

Additional ways we make it easy for you to get the care you need include:

Extended Office Hours – Many of our primary care physicians offer evening or weekend hours. Visit OrlandoHealth.com/Disney or ask your physician for a specific schedule.

Electronic Referrals – Your Orlando Health PCP will send any referrals you need for testing or specialty care directly to the selected Orlando Health Cast Advantage provider.



Center for Living Well Patients:

If your PCP is with the Center for Living Well, your PCP will continue to provide your primary care and coordinate referrals to specialists within the Orlando Health Cast Advantage Plan.

Specialty Care

Referrals

Your Orlando Health PCP will coordinate any referrals you need for additional testing or treatment, including labs, X-rays and imaging, physical therapy and specialty physician care. All of these services are provided within the Orlando Health system, ensuring you receive coordinated, timely and high-quality care.

When a referral is made, your Orlando Health PCP will continue to serve as your personal health resource and advocate, overseeing your overall care plan and ensuring everyone involved is informed and working together to optimize your health.

The Role of the Specialist

In some circumstances, when symptoms call for it, your PCP may decide you should visit a specialist. Or, if your own concerns lead you to wonder if a specialist is the next step, you can raise that question with your PCP. Either way, your doctor will discuss the situation with you, direct you to the correct specialist and assist with the referral process.

Your Orlando Health specialists are physicians who have completed advanced education and clinical training in a particular area of medicine. For example, you would see an oncologist for the treatment of cancer, or a cardiologist for matters of the heart. We have a wide range of specialists, all available to assist your PCP in responding to your healthcare needs.

A specialist will continue to administer your care for as long as necessary, depending on the nature of your condition or a treatment's progress. Be aware, however, that it is customary for a specialist to refer a patient back to their PCP for any new concerns that might arise that are not related to the specialist's area of focus.

Specialties

- Aesthetics and Reconstructive Surgery
- Behavioral Health
- Cancer
- Colorectal Surgery
- Digestive Health
- Endocrinology
- Genetic Counseling
- Heart and Vascular
- Imaging
- Men's Health
- Neonatology
- Neuroscience
- Obstetrics and Gynecology
- Orthopedics and Sports Medicine
- Pediatrics
- Primary Care
- Surgery
- Trauma and ER
- Urgent Care
- Urology
- Weight Loss and Bariatric Surgery
- Women's Health





Orlando Health Network Care Management Team

Orlando Health Network has a dedicated team of registered nurse, medical assistant, and social work care managers who are available to support you and your family throughout your healthcare journey.

If you have a hospital stay or visit the emergency room, our team will call you within one to two business days, after you get home, to provide support as you recover. The care management team will work with you, your family members, caregivers, and doctors to assist in many ways, including scheduling follow-up appointments, providing education about your health conditions or medications, and answering any questions you have after leaving the hospital. The care managers can also help with any new symptoms that have started since you left the hospital, and they will ensure that you have everything you need for a smooth recovery.

The following are additional care management services available to support you and your loved ones:

- **Home Health and Therapy Support:** The care management team can help you set up any home health, physical therapy, occupational therapy, or speech therapy appointments.
- **Medical Equipment Support:** The care managers can assist you with any medical equipment needs after leaving the hospital, such as obtaining any equipment (i.e., wheelchair, rolling walker, shower chair, etc.) that your physician ordered for you.
- **Chronic Condition Support:** The care management team can assist you with your chronic health conditions by connecting you to community resources, providing education on how to manage your health conditions, answering questions and providing information about your medications, and helping you schedule any primary care or specialist appointments.
- **Social Work Assistance:** If you are in need of assistance with transportation, food resources, community resources, or information about where to go for care after leaving the hospital, our social workers are available to assist you.
- **Preventative Services Assistance:** The care management team can help to suggest and schedule preventative healthcare services that you might need, such as screenings and vaccinations.



Emergency Services

Prompt and proper medical care saves lives. No one wants to think about an emergency happening, but we want you to be prepared to know what to do and where to seek care if it does.

It's also comforting to know that Orlando Health is home to Central Florida's first Level I Trauma Center, the highest level of emergency care available. Our Level I Trauma Center, located at Orlando Health Orlando Regional Medical Center and Orlando Health Children's Arnold Palmer Hospital, provides care for the most critically ill and injured and is supported by Central Florida's only hospital-based emergency air-rescue transport service.

When To Visit the ER

At Orlando Health, we have a number of emergency rooms throughout Central Florida designed to handle serious illnesses, conditions and injuries. We are here for you when you need us. You should seek immediate care at the nearest emergency room if you or a loved one experiences any of the following:

- Chest pain, difficulty breathing or sudden weakness or pain in the leg or arm
- Severe heart palpitations
- Sudden loss of balance, vision changes, difficulty speaking or fainting
- Sudden, severe headache
- Head or eye injury
- Deep wound or continuous bleeding
- Constant vomiting
- Broken bone or dislocated joint
- Serious burn
- Poisoning or drug overdose
- Seizure without a previous epilepsy diagnosis
- Severe pain, especially in the abdomen or starting halfway down the back
- Allergic reaction to food, animal or bug bites
- Newborn baby (less than 3 months old) with a fever of 100.4˚F or higher
- A fall if you are on blood-thinning medications

Remember, if you are admitted to an out-of-network facility for emergency care, it is important to transfer to an in-network facility as soon as you are medically stable.

It is often hard to determine when to call 911 instead of going to the emergency room.

When to Call 911

- Someone's life is threatened.
- Someone faints or collapses.
- The person has persistent chest pain or difficulty breathing.
- There is a severe injury that could threaten life or limb.
- You believe moving the victim could cause further injury.
- You believe the condition could quickly worsen on the way to the hospital.
- You feel traffic or distance would cause an excessive delay in getting the person to the hospital.
- The person needs immediate care or equipment that an emergency medical technician (EMT) could provide.



Orlando Health Emergency Room – Reunion Village

Orlando Health Emergency Room Locations

1. **Orlando Health Children's Arnold Palmer Hospital**
   92 W. Miller St. | Orlando, FL 32806
2. **Orlando Health Dr. P. Phillips Hospital**
   9400 Turkey Lake Rd. | Orlando, FL 32819
3. **Orlando Health – Health Central Hospital**
   10000 W. Colonial Dr. | Ocoee, FL 34761
4. **Orlando Health Horizon West Hospital**
   17000 Porter Rd. | Winter Garden, FL 34787
5. **Orlando Health Lake Mary Hospital**
   380 Rinehart Rd. | Lake Mary, FL 32746
6. **Orlando Health Melbourne Hospital**
   250 N. Wickham Rd. | Melbourne, FL 32935
7. **Orlando Health Orlando Regional Medical Center**
   29 W. Sturtevant St. | Orlando, FL 32806
8. **Orlando Health Sebastian River Hospital**
   13695 U.S. Hwy. 1 | Sebastian, FL 32958
9. **Orlando Health South Lake Hospital**
   1900 Don Wickham Dr. | Clermont, FL 34711
10. **Orlando Health St. Cloud Hospital**
    2906 17th St. | St. Cloud, FL 34769
11. **Orlando Health Watson Clinic Lakeland Highlands Hospital**
    4000 Lakeland Highlands Rd. | Lakeland, FL 33812
12. **Orlando Health Emergency Room – Longwood**
    575 W. State Road 434 | Longwood, FL 32750
    A service of Orlando Health Lake Mary Hospital. This is not an urgent care center. Its services and care are billed at emergency department rates.
13. **Orlando Health Emergency Room – Osceola**
    1001 E. Osceola Pkwy. | Kissimmee, FL 34744
    A service of Orlando Health Dr. P. Phillips Hospital. This is not an urgent care center. Its services and care are billed at emergency department rates.
14. **Orlando Health Emergency Room – Randal Park**
    10155 Dowden Rd. | Orlando, FL 32832
    A service of Orlando Health Dr. P. Phillips Hospital. This is not an urgent care center. Its services and care are billed at emergency department rates.
15. **Orlando Health Emergency Room – Reunion Village**
    8011 Osceola Polk Line Rd. | Davenport, FL 33896
    (northeast corner of I-4 and Osceola Polk Line Rd.)
    A service of Orlando Health Horizon West Hospital. This is not an urgent care center. Its services and care are billed at emergency department rates.
16. **Orlando Health Emergency Room – Waterford Lakes**
    11898 Lake Underhill Rd. | Orlando, FL 32825
    A service of Orlando Health Orlando Regional Medical Center. This is not an urgent care center. Its services and care are billed at emergency department rates.
17. **Orlando Health South Lake Hospital Emergency Room – Blue Cedar**
    22316 U.S. Hwy. 27 | Leesburg, FL 34748
    A service of Orlando Health South Lake Hospital. This is not an urgent care center. Its services and care are billed at emergency department rates.
18. **Orlando Health South Lake Hospital Joe H. & Loretta Scott Emergency Room – Four Corners**
    16966 Cagan Ridge Blvd. | Clermont, FL 34714
    A service of Orlando Health South Lake Hospital. This is not an urgent care center. Its services and care are billed at emergency department rates.



Urgent Care Services

At CareSpot Urgent Care Orlando Health, you and your family have access to same-day treatment — including evenings and weekends — at locations close to you. Always ready to provide for your urgent care needs, these locations also offer appointment times with online scheduling options.

As an Orlando Health Cast Advantage plan member, you also have access to several area PM Pediatric Urgent Care locations. Offering after-hours and late-night care with walk-in or appointment visits, PM Pediatric Urgent Care provides immediate, advanced pediatric care for children and young adults, including on-site laboratory and radiology services.

CareSpot® URGENT CARE | ORLANDO HEALTH®

When to Visit Urgent Care

Urgent care centers are a great option for conditions that require timely care but are not life-threatening, bridging the gap between your PCP and emergency rooms. This could include care for flu, infections, migraines, sprains, cuts, bruises, burns and minor illnesses. Each center also includes a procedure room for more complex needs such as suturing and splinting. Staff will help coordinate referral options when specialty or follow-up care is needed.

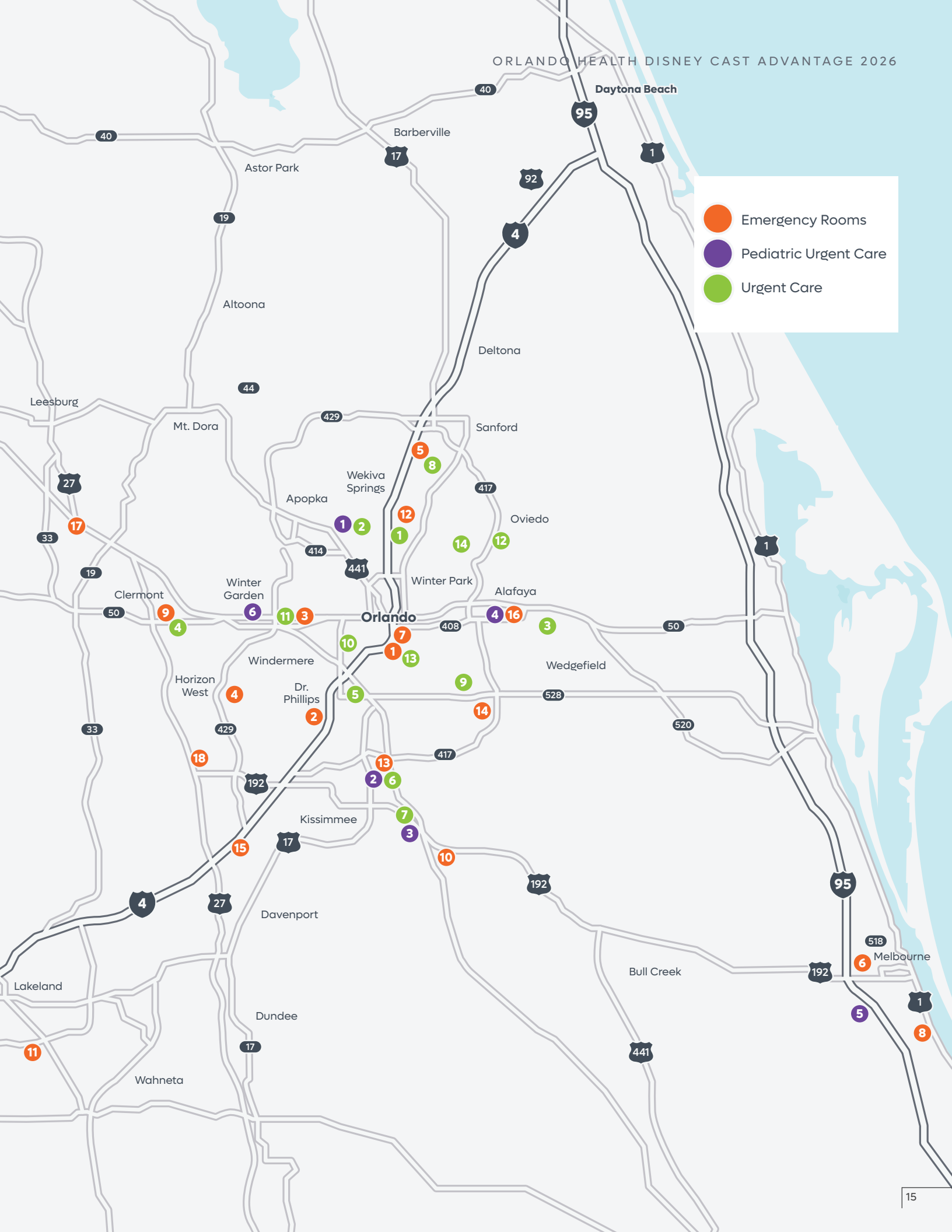
Urgent care also is appropriate when your condition or injury requires attention outside of your PCP's regular office hours. But remember, these centers are not a substitute for scheduled doctor's visits and should not be used for primary care. Even if you go to an urgent care center, it's a good idea to schedule a follow-up visit with your PCP to get the most comprehensive care possible.

PM Pediatric Urgent Care Locations

1. Apopka
2. Kissimmee
3. St. Cloud
4. Waterford Lakes
5. West Melbourne
6. Winter Garden

Locations

1. Altamonte Springs
2. Apopka
3. Avalon Park
4. Clermont
5. East Sand Lake
6. Kissimmee (North side)
7. Kissimmee (Southeast side)
8. Lake Mary
9. Lee Vista
10. MetroWest
11. Ocoee
12. Oviedo
13. South Orange (Downtown Orlando)
14. Winter Springs


Emergency Rooms
Pediatric Urgent Care
Urgent Care
Daytona Beach
Barberville
Astor Park
Altoona
Deltona
Leesburg
Mt. Dora
Sanford
Wekiva Springs
Apopka
Oviedo
Winter Garden
Winter Park
Alafaya
Clermont
Orlando
Windermere
Wedgefield
Horizon West
Dr. Phillips
Kissimmee
Davenport
Lakeland
Dundee
Wahneta
Bull Creek
Melbourne
40
95
1
17
92
4
19
44
429
27
33
50
414
441
417
408
528
520
192
518

Outpatient Laboratory Services

Outpatient laboratories at Orlando Health offer a wide range of diagnostic testing by experienced, certified phlebotomists in convenient lab locations throughout Central Florida. Each location provides same- or next-day results for most routine tests, as well as short wait times with no appointment necessary.



Facility Outpatient Lab Locations

- Orlando Health Ambulatory Care Center
- Orlando Health Children's Arnold Palmer Hospital
- Orlando Health Dr. P. Phillips Hospital
- Orlando Health – Health Central Hospital
- Orlando Health Heart and Vascular Institute
- Orlando Health Horizon West Hospital
- Orlando Health Lake Mary Hospital
- Orlando Health Orlando Regional Medical Center
- Orlando Health South Lake Hospital
- Orlando Health South Lake Hospital Medical Pavilion – Blue Cedar
- Orlando Health South Lake Hospital Joe H. and Loretta Scott Medical Pavilion – Four Corners
- Orlando Health St. Cloud Hospital
- Orlando Health Medical Pavilion – St. Cloud

Orlando Health LabWorks

Orlando Health LabWorks offers a wide range of diagnostic laboratory services from a highly trained team of professionals dedicated to providing quality testing, excellent customer service and rapid delivery of results, including same-day results for most routine tests. Patients have timely access to their results via Orlando Health MyChart. With convenient lab locations throughout Central Florida, Orlando Health LabWorks provides scheduled and walk-in appointments for adult and pediatric patients, with no facility fee.

- Downtown Orlando
- Dr. Phillips
- East Orlando
- Horizon West
- Kissimmee
- Lake Mary
- Lake Nona
- Ocoee
- Oviedo
- Summerport
- Winter Park



Outpatient Imaging Centers

Along with hospital-based outpatient imaging locations, Orlando Health offers convenient outpatient imaging services. Services include MRI, CT, PET, X-ray, digital 2D and 3D mammography and more. Imaging centers are currently located in the following areas:

- Altamonte Springs
- Clermont
- Downtown Orlando
- Dr. Phillips
- East Orlando
- Kissimmee
- Lake Mary
- Ocoee
- Oviedo
- Summerport
- Winter Park

Manage Your Healthcare With MyChart®

Anywhere. Anytime.

Orlando Heath MyChart,® powered by Epic, lets you manage your healthcare — keeping all your health information private and secure, and all in one place. As an Orlando Health Cast Advantage plan member, you can access Orlando Health MyChart® for free — just go online or download the app to sign up and create your secure account. Orlando Health MyChart® lets you take your health information with you, wherever you go.

You can safely and easily access and manage your health information, all from one secure online location, including:

- Schedule and keep track of your appointments
- Complete pre-visit forms at your convenience
- Message your doctors
- Get an online diagnosis and treatment plan
- Request prescription refills
- Check test results
- View and pay your bill
- Find a physician
- Find a nearby urgent care or emergency room
- Share your medical records safely and securely
- Keep track of your family members' health information from one account
- And there's much more!

Scan the QR code to learn more about Orlando Health MyChart,® or go to **OrlandoHealth.com/Disney**

To download, search for the MyChart® app on iOS or Android and install it on your tablet or mobile device.



MyChart® is a registered trademark of Epic Systems Corporation.

Frequently Asked Questions

What is different about the 2026 Orlando Health Cast Advantage for Disney medical plan?

Disney wants employees to have better choices, fewer hassles and access to high-quality healthcare. The Orlando Health Cast Advantage plan offers Cast Members access to nationally recognized care, new locations near you, and resources for total healthcare, including online scheduling, Virtual Extended Care, MyChart and a dedicated Disney concierge line.

What does the Orlando Health Cast Advantage plan's provider network mean for me and my family in 2026?

With the 2026 Orlando Health Cast Advantage plan, PCPs work together as a team with the specialists, hospitals and other facilities within the participant's provider network. Over time, better coordination between PCPs and other doctors in the provider network is expected to:

- **Help participants better manage healthcare costs**
- **Enhance the patient experience**
- **Help participants stay – or get – healthy**

The goal is to help participants get the care they need, efficiently and effectively.

You'll work closely with your PCP to get care within your provider network, which will:

Be more personalized.
Your PCP will work as part of a team with the specialists, hospitals and other facilities within your provider network. They will share information and make recommendations together to provide you with the best care possible.

Result in fewer hassles.
More coordinated care means better communication among your providers, fewer administrative issues and less paperwork for you to complete.

Take less time.
Today, your doctor may refer you to a specialist without passing along your test results or X-rays. That legwork could fall on you — and without it, your appointment with the specialist might not be as productive as you want. Looking forward, your providers may coordinate those steps for you, so you can make the most of every appointment.

The Orlando Health Cast Advantage plan does not cover care with any out-of-network provider unless it is an emergency. Remember, if you are admitted to an out-of-network facility for emergency care, it is important to transfer to an in-network facility as soon as you are medically stable.

Can I see doctors outside my Orlando Health Cast Advantage plan network?

No. The Orlando Health Cast Advantage plan you chose for 2026 will need to be used exclusively for in-network care: Your PCP will coordinate referrals to specialists or other providers. If your PCP refers you to a provider outside your network, the claim will not be covered. While your PCP should know which plan network you and your covered dependents are enrolled in, it is your responsibility to ensure the care you receive is in-network.

Do I need a referral from my PCP to go to another doctor?

Referrals are an essential part of the Orlando Health Cast Advantage plan's network model of care. Your PCP will refer you to — and work as a team with — specialists, hospitals and other facilities within the plan network in order to deliver highly coordinated, quality care that enhances your experience as a patient.

Do I need a referral to go to a specialist?

It is recommended that you work closely with your PCP, who can best direct your care, including providing referrals for specialists and other services.

If I need care while I'm traveling out of the area, will my treatment be covered?

The Orlando Health Cast Advantage plan does not cover care that you receive outside of the Orlando Health network, except in emergency situations.

What if I receive emergency medical care from a facility that's not in my provider network?

Emergency services are covered regardless of the facility. If you need immediate treatment of a serious or life-threatening condition, always go to the emergency facility nearest you or call **911**.

Remember, if you are admitted to an out-of-network facility for emergency care, it is important to transfer to an in-network facility as soon as you are medically stable.

ORLANDO HEALTH®
MyChart®

Does Orlando Health offer telemedicine services?

Yes. Disney Cast Members can schedule a virtual appointment with their Orlando Health provider by calling the Disney Cast Member Coordinated Concierge Service Line **(844) 939-6437**. For minor medical issues, you can also request an on-demand Virtual Extended Care visit using MyChart, available 24/7/365 There's a $0 copay for Virtual Extended Care visits for Disney plan members.

What if I have a change in medical status?

If you need to report a change in your medical status or have questions regarding your medical status, please contact your primary care physician or the specialty office directly.

Your physician's office will direct you to a clinical staff member to discuss your concerns. They can give you instructions to assist you at home, help you decide if you need to schedule an appointment at the office, or if it would be appropriate to seek help at an urgent care facility.

Can I change my medical option during 2026?

No. Your medical option election applies for the entire year, unless you experience a qualified life event. For example, if you get married, have a baby or move outside the eligible ZIP code area, you will be able to change your election during 2026. Please call the Disney Benefits Center at **(800) 354-3970** for more information about qualified life events.

Can I change my PCP during 2026?

Yes; however, your new PCP must be affiliated with the Orlando Health Cast Advantage plan network. You can change your PCP at any time by calling **(800) 577-7498**.

Where can I learn more about Cigna?

Learn more about Cigna and Orlando Health at **Disney.Cigna.com** or at **(800) 577-7498**.

Where can I learn more about the Orlando Health Cast Advantage plan?

You can learn more about Orlando Health Cast Advantage at **OrlandoHealth.com/Disney** or at **(844) 939-6437**.

What urgent care centers are available in the Orlando Health network?

CareSpot Urgent Care – Orlando Health and PM Pediatric Urgent Care, with locations throughout Central Florida, are part of the Orlando Health Cast Advantage plan network. To find the location of urgent care facilities in the network, visit **OrlandoHealth.com/Disney**.

Are there any changes in where and how I fill my prescriptions?

No. Your pharmacy benefit will continue to be administered by Express Scripts, and you will fill your prescriptions as you do now. To fill prescriptions using Orlando Health Scripts pharmacy, call **(800) 508-7383**.

Can I still use the Center for Living Well?

All providers at the Center for Living Well are a part of the Orlando Health Cast Advantage network.

Can I still use my ID card from previous years?

No. New cards will be provided by Cigna to all cast members.



Can I get my prescriptions filled at Orlando Health Scripts pharmacies?

Yes. You can fill prescriptions at the following locations:

Orlando Health Children's Arnold Palmer Hospital
92 W. Miller St. | Orlando, FL 32806
(321) 841-1648

Orlando Health Cancer Institute
1400 S. Orange Ave. | Orlando, FL 32806
(321) 841-1647

Orlando Health Dr. P. Phillips Hospital
9400 Turkey Lake Rd. | Orlando, FL 32819
(321) 842-7230

Orlando Health – Health Central Hospital
10000 W. Colonial Dr., Suites 481 and 482
Ocoee, FL 34761
(407) 296-1912

Orlando Health Heart and Vascular Institute
1222 S. Orange Ave. | Orlando, FL 32806
(321) 841-1649

Orlando Health Jewett Orthopedic Institute
60 Columbia St. | Orlando, FL 32806
(407) 635-5900

Orlando Health Lake Mary Hospital
380 Rinehart Rd. | Lake Mary, FL 32746
(321) 842-0640

Orlando Health Medical Pavilion – Spring Lake
7243 Della Dr., Floor 1, Suite F
Orlando, FL 32819
(321) 842-0010

Orlando Health South Lake Hospital
1920 Don Wickham Dr., Suite 135
Clermont, FL 34711
(407) 407-0130

Orlando Health Scripts Specialty Pharmacy
1111 Blackwood Ave. | Ocoee, FL 34761
(321) 842-1622
(800) 508-7383 toll-free

Orlando Health Awards and Re

Orlando Health is dedicated to revolutionizing patient care with outcomes advanced by specialists skilled in the most leading-edge technologies and involved in advanced clinical research and training. These exemplary care efforts have consistently earned the organization national and regional recognition for quality, safety and clinical excellence, with distinctions spanning numerous specialties, procedures and conditions.











Orlando Health
Winnie Palmer
Orlando Health
Jewett Orthopedic Institute



Orlando Health Children's
Arnold Palmer





Orlando Health ORMC
Orlando Health Lake Mary
Orlando Health
Jewett Orthopedic Institute
Orlando Health Dr. P. Phillip
Orlando Health South Lake







Orlando Health South Lake



Orlando Health Bayfront
Orlando Health Horizon West
Orlando Health Melbourne
Orlando Health South Lake



Orlando Health ORMC
Orlando Health
Dr. P. Phillips



Orlando Health –
Health Central



Orlando Health Lake Mary

cognitions

AACN Beacon Award for Excellence™

MAGNET RECOGNIZED – AMERICAN NURSES CREDENTIALING CENTER

Orlando Health ORMC
Orlando Health Children's Arnold Palmer
Orlando Health Winnie Palmer

Emergency Nurses Association – 2025–2028 LANTERN AWARD

Orlando Health Children's Arnold Palmer
Orlando Health Bayfront
Orlando Health – Health Central

Emergency Nurses Association – 2024–2027 LANTERN AWARD

Orlando Health ORMC
Orlando Health Dr. P. Phillips

Emergency Nurses Association – 2023–2026 LANTERN AWARD

Orlando Health Lake Mary

Radiation Oncology – American College of Radiology – Accredited Facility

QCP – QOPI Certification Program – Quality Cancer Care: Recognizing Excellence

Commission on Cancer® Accredited Program – A Quality Program of the American College of Surgeons

Accredited by Commission on Cancer® National Accreditation Program for Rectal Cancer

NAPBC® National Accreditation Program for Breast Centers – Accredited Breast Center – A Quality Program of the American College of Surgeons

Cancer Center of Excellence – Florida Health

Fact – Accredited

American College of Surgeons – Quality Improvement Program – Children's Surgery Verification – Verified Center

Helping Every Baby Sleep Safer – Cribs for Kids – Safe Sleep Hospital – Certified

Levels of Verified Maternal Care

Accredited Facility – IAC Intersocietal Accreditation Commission – Echocardiography

The Committee on Trauma – Verified Trauma Center

Verified – American Burn Association – Burn Center

DNV Healthcare Accreditation Services – Certified – Comprehensive Stroke Center – Quality & Patient Safety

American Heart Association – AFIB 2025 Gold – Get With The Guidelines

American Heart Association – Heart Failure 2025 Gold Plus – Get With The Guidelines

American Heart Association – Stroke 2025 Gold Plus – Get With The Guidelines

National Association of Epilepsy Centers – NAEC – Level 4 Epilepsy Center

BEST PLACES TO WORK™ 2026 – Modern Healthcare

Orlando Health St. Cloud
Orlando Health Jewett Orthopedic Institute
Orlando Health Lake Mary

Great Place To Work. Certified JUL 2026–JUL 2027 USA

Top Workplaces 2025 – Orlando Sentinel

USA TODAY – Top Workplaces 2025 – USA

The awards on these pages represent all of Orlando Health, Inc., including the East and West Coast Regions, Alabama and Puerto Rico. The Orlando Health Disney Cast Advantage program and services are available in Central Florida.

Orlando Health At-A-Glance

49
Hospitals and ERs
28 Hospitals
13 Free-Standing **ERs**
+
In Development
2 Hospitals
6 Free-Standing **ERs**

7,000+
Affiliated
Physicians

110+
Medical
Specialties

325+
Primary Care
Practices

145+
Outpatient
Centers

31
Medical
Pavilions
Including **1 Children's Pavilion**

Central Florida's First
Level One
Trauma Center

Pinellas County's Only
Adult
Trauma Center

27
Urgent Care Centers

12
Specialty
Institutes
Including **2 Children's Institutes**

47,500+
Team Members
Plus 2,050+
Employed
Physicians

5,850+
Bed System

$2B
Total Community Impact
(FY24)

$15B
of Assets
Under
Management

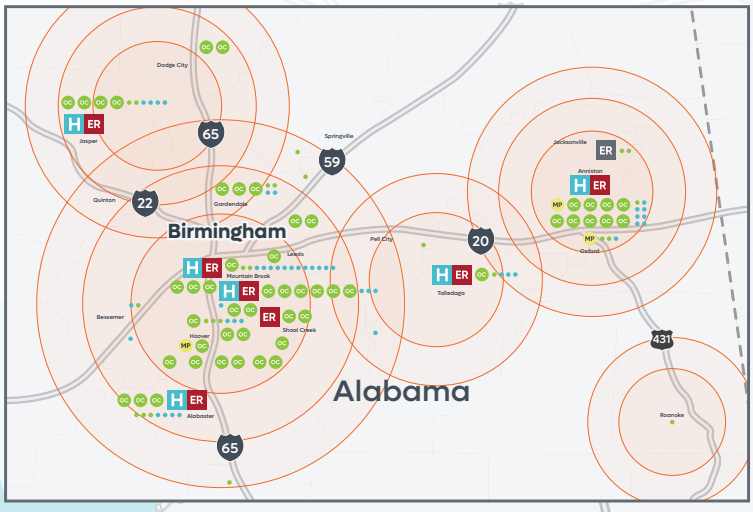
245,000+
Inpatient
Visits

912,000+
ER
Visits
ER

9.9M+
Outpatient
Visits

9/3/26 DISN

The infographics and map on these pages represent all of Orlando Health, Inc., including the East and West Coast Regions, Alabama and Puerto Rico. The Orlando Health Disney Cast Advantage program and services are available in Central Florida.


Birmingham
Alabama

Orlando Health Hospitals
ERs & Pediatric ERs
Outpatient Centers
Medical Pavilions
Institutes
Urgent Care Centers
PM Pediatric Urgent Care
Walk-in Clinics
Primary Care Practices
Specialty Care Practices
Community Physicians
Orlando Health Hospitals In Development
Free-Standing ERs In Development
Hospital or Free-Standing ER Locations Not Yet Announ
Florida
Orlando
Daytona Beach
Tampa
St. Petersburg
Melbourne
Fort Myers
Port Charlotte
Puerto Rico
Dorado
San Juan
Bayamón
Manatí
Arecibo
Carolina
Fajardo
Barrazas
Caguas
Humacao



connect to health

ORLANDO HEALTH®

Cast Advantage℠
For the Disney Medical Plan

OrlandoHealth.com/Disney

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