

Dear Patient,

I regret to inform you that as of April 1, 2019 Cigna will no longer cover the cost of health care services provided by Southcoast Health except in very limited circumstances (as discussed below). This letter *does not affect you if you use Cigna CareLink*, which is administered through Tufts Health Plan.

Please read this letter carefully, it details how this change will impact you and the costs of your care.

Southcoast Health took part in discussions with Cigna beginning in October 2018. Our hope was to agree on fair compensation for the exceptional care and service we provide you. Southcoast needs terms that are comparable to other providers in Massachusetts and Rhode Island so that we may continue to offer state-of-the-art care right here in the community.

Unfortunately, Cigna and Southcoast could not come to an agreement that was equitable and allowed us to sustain our services at the level you deserve.

Beginning April 1, 2019, Cigna will classify the care you receive from Southcoast Health as “out-of-network.” This includes office visits, hospital admissions, ancillary services and more. You may be responsible for the entire cost of any service you receive from us. We will first bill Cigna for your care in the case that you have out-of-network benefits that cover some of the cost. Southcoast will then bill you for any balance not covered by Cigna.

Cigna may continue to cover your care in certain situations, including:

- if you visit a Southcoast Health Emergency Department with an emergency condition;
- if you are in your second or third trimester of pregnancy and receive Continuity of Care approval;
- if you are in the middle of treatment for a serious condition and receive Continuity of Care approval;
- if you obtain primary care services from a designated Southcoast Health provider (for at least 30 days); or
- if you are terminally ill and receive Continuity of Care approval.

Continued coverage of care by Cigna may depend on you submitting a Continuity of Care form and receiving approval from Cigna. Continuity of Care may be available for patients in other clinical circumstances than those listed above. Continuity of Care approvals must be submitted to Cigna by May 1, 2019, in order for you to obtain continued coverage for services provided by Southcoast Health. Please note Cigna may apply conditions and exceptions to eligibility when continuing coverage in these circumstances.

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We have attempted to contact all patients who may be eligible for Continuity of Care to help them apply. If you feel you may be eligible for Continuity of Care and have not heard from us, please call us at 844-297-2952. You may also use this number if you have any questions about how your care may be affected. Trained staff are available 24 hours a day, seven days a week to assist you.

We understand how important it is to have uninterrupted health care and assure you that we did everything within reason to renew our agreement with Cigna. We regret that Cigna would not agree to a contract that fairly reimburses Southcoast Health for the services we provide to the community.

Thank you for your patience during this uncertain time and for the privilege of caring for you.

Sincerely,

Ronnie Brownsworth, MD

Ronnie Brownsworth, MD
President
Southcoast Health Network