



Dear Patient,

I am writing to let you know about conversations we at Mount Sinai Health System are having with your insurance provider, Cigna.

We are in discussions with Cigna about renewing our contract, which expires on Friday, January 31. **We are doing everything we can to stay in Cigna's network and maintain your in-network access to the physicians and services you depend on.** Today, we're simply writing to let you know these conversations are taking place.

Nothing changes today, and we'll make sure to keep you updated while we continue our work to reach an agreement with Cigna. In the meantime, please keep all the appointments and procedures you have scheduled with Mount Sinai hospitals, physicians, and outpatient services.

In the event our contract expires before an agreement is reached, Mount Sinai facilities and physicians may be out of network for Cigna starting on Saturday, February 1. Again, nothing changes today. Should anything change, we will let you know ahead of time. Please do not delay routine health screenings, procedures, or tests.

We encourage you to call Cigna at the number on the back of your insurance card to let them know you want to keep in-network access to the Mount Sinai providers and services you know and trust. If you receive your insurance through your employer, you can also talk to your human resources or benefits department and urge them to contact Cigna.

If you have any questions, or want to see the latest updates, please visit www.cigna.keeptomountsinai.org. We will also contact you if any action is needed or if new information becomes available. Or you can call Mount Sinai at 833-623-1258.

We know how important it is for you to be able to access the health care services you trust, and nothing is more important to us than your care. We will continue working toward a solution and keep you informed as our negotiations progress.

Thank you for trusting Mount Sinai for your care.

A handwritten signature in cursive script that reads "Vicki LoPachin".

Vicki LoPachin, MD, FACP, MBA
Chief Medical Officer
Senior Vice President
Mount Sinai Health System