



January 2025

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 Saturday, February 15. **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.** However, if we are unable to agree on new contract terms prior to the February 15 expiration date, Mount Sinai facilities, services, and physicians may be out of Cigna's network effective Sunday, February 16.

If Mount Sinai goes out of Cigna's network, and you still wish to receive care at Mount Sinai, you can use out-of-network benefits if your plan offers them, or self-pay at the out-of-network rate.

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 Mount Sinai providers and services. 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.keepmountsinai.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 need, 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.