



December 2024

Dear Patient,

We are following up on our previous letter about Mount Sinai's conversations with your insurance provider, Cigna. We are working to reach new agreements that protect your access to care before our contract expires on Friday, January 31. While we intend to reach an agreement before our contract expires, we wanted to share important information about your potential rights to in-network access to Mount Sinai if we are unable to reach an agreement.

What you can do to protect your in-network access

If you are being treated for certain health conditions, Cigna is legally required to continue to cover your treatment for that condition at Mount Sinai for a period of time through continuity of care benefits, even at out-of-network locations.

Examples of conditions covered by continuity of care may include:

- Pregnancy
- Newly diagnosed cancer and currently receiving chemotherapy, radiation therapy, or reconstruction
- Relapsed cancer and currently receiving chemotherapy, radiation therapy, or reconstruction
- Transplant candidates or recipients in need of ongoing care due to complications
- Recent major surgeries in the acute phase
- Serious acute conditions in active treatment (e.g., heart attacks or strokes)
- Other serious chronic conditions that require active treatment

If you think you may be eligible, please call Cigna using the number on the back of your insurance ID card. Or call us at 833-623-1258 if you have any questions.

What Mount Sinai is doing to protect your in-network access:

We continue to work tirelessly to reach a new agreement with Cigna that puts patients first. If you have any questions or want to see the latest updates, please visit www.cigna.keeppmountsinai.org or you can call us at 833-623-1258.

We know how important it is for you to be able to access health care services from the Mount Sinai providers and facilities you trust, and there's nothing more important to us than your care. We will continue working toward a solution and will keep you informed of any changes.

Thank you for trusting Mount Sinai for your care.