



October 25, 2019

Re: Cigna Connect Individual & Family Plan
Effective January 1, 2020
Notice to non-participating providers – Kansas City, Missouri

On January 1, 2020, the Cigna Connect Individual & Family Plan (IFP) will become effective in four additional counties in the Kansas City, Missouri area: Johnson, Leavenworth, Miami, and Wyandotte.

As a reminder, while you will continue to be a participating provider in other Cigna networks, you will not participate in the Connect Network in the Kansas City, Missouri area under the following Taxpayer Identification Number(s) (TINs):

What this means to you

- **Out-of-network benefit coverage.** Cigna Connect plans require enrolled customers to use only Connect Network-participating providers, including primary care providers (PCPs) and specialists. There are no out-of-network benefits, unless it's for a medical emergency.

Please refer patients who have this coverage to participating providers. Otherwise, they may incur unexpected, out-of-pocket costs. Services rendered by providers who do not participate in the Connect Network are generally not covered.

To find Connect Network-participating physicians, hospitals, and other providers, go to the online IFP provider directory at **Cigna.com/ifp-providers**. These listings will be available and labeled as "Connect Network" within the network selection options.

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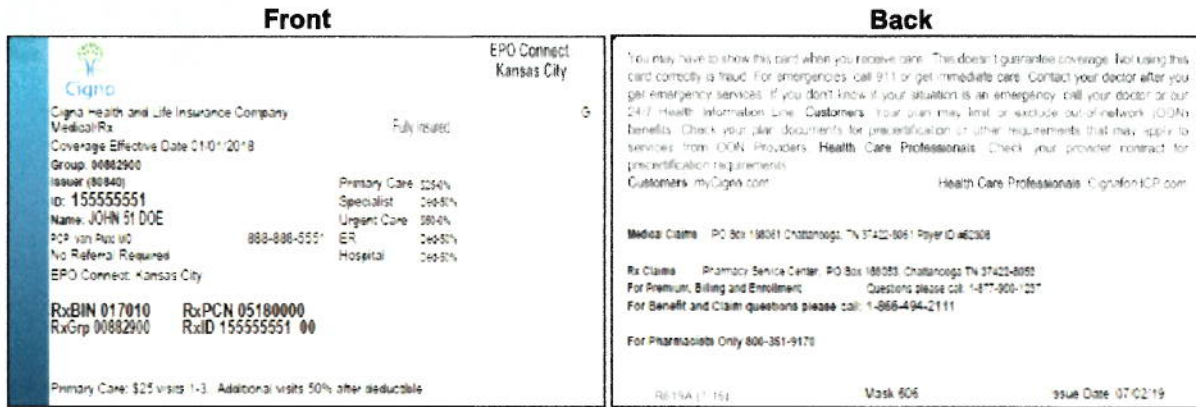
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At a glance

- On 1/1/20, Cigna Connect Individual & Family Plans will become effective in four additional counties in the Kansas City, Missouri area: Johnson, Leavenworth, Miami, and Wyandotte.
- As a reminder, while you will continue to be a participating provider in other Cigna networks, you will not participate in the Connect Network under one or more TINs.
- These plans require enrolled customers to use only Connect Network-participating providers, including PCPs and specialists.
- There is no out-of-network coverage, unless it's for a medical emergency.
- Please refer these patients to Connect Network-participating providers.
- You can identify your patients with Cigna Connect coverage by their ID card.

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- **ID cards.** The sample ID card images shown below will help you to identify which of your patients have Cigna Connect IFP coverage. *(These cards are for illustrative purposes only.)*



We appreciate the care you provide to your patients with Cigna coverage. If you have questions, please call Cigna Customer Service at 1.866.494.2111.

Sincerely,



Evan Peters
Vice President
Network Management
MidAmerica