



September 15, 2023

THE <LAST_NM> FAMILY
<ADDR>
<CITY_NM>, <ST_CD> <ZIP_CD>

**Parkridge Health System may no longer participate in Cigna’s Open Access Plus (OAP) network, starting October 1, 2023.
Here’s what you need to know, and how we can help.**

Dear <Last Name> family,

Parkridge Health System (HCA) which includes hospitals and providers is currently part of your Open Access Plus (OAP) network. Cigna wants you to know, however, that starting October 1, 2023, Parkridge Health System (HCA) will leave the network unless a contract agreement is reached. Once Parkridge Health System (HCA) is out-of-network you will pay more to get care from the affiliated hospitals and providers. This includes the following hospitals, which are all part of Parkridge Health System (HCA).

- Parkridge East Hospital, Chattanooga, TN
- Parkridge Medical Center, Chattanooga, TN
- Parkridge West Hospital, Jasper, TN

Cigna has been working diligently and collaboratively with Parkridge Health System (HCA) to renew our contract and keep them in your Open Access Plus (OAP) network. However, if this system does leave the OAP network you will still have access to high quality providers at a reasonable cost.

What happens if Parkridge Health System (HCA) goes out of the OAP network?

If you receive emergency care from a Parkridge Health System (HCA) hospital, your emergency care services will still be covered at the in-network level under your plan’s emergency room coverage.

You will pay more for most other services received from this system. Out-of-network benefits will apply, and you will have to pay for any services not covered by your plan, including any charges above the allowed amount which is the most the plan will pay for covered services if you are billed for those charges.

(over)

If Parkridge Health System leaves, you will want to find a new in-network hospital — and Cigna is happy to help you do that. You can call Cigna anytime at 1.800.997.1617 Our Customer Service Advocates are available 24/7/365 and can help you find an in-network hospital in your area. Cigna can also help with other transitions, including new referrals, prescriptions, and more. See Frequently Asked Questions for details.

You can also visit cigna.com/stateoftn or use the **myCigna**® mobile app or **myCigna**® website to find an in-network hospital in your area. See the table below for some in-network hospitals in your area.

Facilities in the OAP Network	Mileage from the closest Parkridge Health System (HCA) Facility, depending on facility
Baroness Erlanger Hospital Chattanooga, TN	Between 2 miles and 30.3 miles
CHI Memorial Hixson, TN	Between 6.1 miles and 28.2 miles
Tennova Cleveland Hospital Cleveland, TN	Between 27 miles and 56.1 miles

NOTE: Network participation is subject to change. You should verify that the hospital is in your plan's network prior to receiving care.

Call us anytime at 800.Cigna24 (800.997.1617)

We'll send you another letter if Parkridge Health System (HCA) decides to stay in-network. If you have any questions or concerns, we're here to help, 24/7/365. For TRS or TTY services, dial 711 when you call.

Para información en Español, por favor llame al número telefónico que aparece en su tarjeta o al 1.800.997.1617 (Customer Service) y pida hablar con un representante que hable Español.

Sincerely,

Cigna

Frequently Asked Questions

What if I am admitted before October 1, 2023, but my stay continues past this date?

If Cigna has approved your stay, the services you receive will be covered at the in-network benefit level, even if you stay after October 1, 2023.

What if I am receiving ongoing treatment on October 1, 2023?

You may be eligible for Continuity of Care. See the Continuity of Care section for more information.

I've been approved for services that start after October 1, 2023. What should I do?

Please call us at the toll-free number on your Cigna ID card. A Customer Service Advocate will help you get approval for treatment at another hospital in your network. They can also work with you to determine if you're eligible for Continuity of Care.

What if my primary care or specialist provider admits patients only to Parkridge Health Systems (HCA) facilities?

You'll need to choose an in-network primary care provider (PCP) and/or specialist with admitting rights to an in-network facility to continue receiving in-network benefits for services. We can help you find a new PCP or specialist. Please call us at the toll-free number on your Cigna ID card. You can also visit cigna.com/stateoftn or use the **myCigna**[®] mobile app or **myCigna**[®] website to find a list of PCPs and specialists in your network.

What if I receive emergency care at Parkridge Health Systems (HCA) facility?

Your emergency care services will be covered at the in-network level under your plan's emergency room coverage. If you're admitted to the hospital from the emergency room, your stay will be covered at the in-network level until you're stable and ready to be transferred to an in-network hospital. If you continue to stay at a Parkridge Health System (HCA) facility beyond the length of stay approved by Cigna, further covered services will be subject to out-of-network benefits and you will be responsible for any charges above the plan's out-of-network payment if you are billed for those.

Continuity of Care

What is the Continuity of Care program and what do I have to do to see if I qualify for Continuity of Care?

The Continuity of Care program lets you to continue to get in-network coverage for certain medical and behavioral treatment at the hospital for a specific period, even after the hospital leaves your plan's Cigna network. There are two ways to find out more:

1. Call the number on your Cigna ID card. Let the Customer Service Advocate know you're in the middle of treatment. They'll work with you to determine your eligibility for Continuity of Care. They can also help you complete the request form.
2. Use myCigna.com
 - a. Go to myCigna.com and click **Forms**.
 - b. Scroll to the bottom of the page to **All Other Forms**.
 - c. Select **Medical**, and then choose **Continuity of Care Form**.
 - d. print it and fill it out.
 - e. The form will have the mailing address you must send it to.

Once you submit the request form, Cigna will send you a letter with our decision. If you have any questions, we're happy to help. Please call us at the number on your Cigna ID card. Customer Service Advocates are available 24/7.

Is there a deadline for requesting Continuity of Care?

Yes. You must apply within 30 days of your health care provider's termination date of October 1, 2023. This is the date that your provider is expected to leave your plan's network.

How long will Continuity of Care services be covered at the in-network rate?

If Continuity of Care is approved before November 1, 2023, you may be able to receive in-network coverage for care from the hospital and/or your provider for up to ninety (90) days. The Continuity of Care period begins when your provider leaves the network. If you're pregnant and in your second trimester on the date of your provider's network termination, you may be able to continue to receive care from the hospital and/or your provider at the in-network rate for the remainder of your pregnancy, as well as during your post-partum care.

Will care from my provider be covered at in-network benefits under approved Continuity of Care?

If your provider agrees to provide Continuity of Care, he or she is agreeing to continue coverage of your care at the in-network rate. He or she must also:

- continue to accept reimbursement from Cigna at the rates we agreed to before the transitional period as payment in full;
- follow Cigna quality assurance requirements and provide Cigna with necessary medical information related to your care; and
- follow Cigna policies and procedures, including but not limited to, referrals, pre-authorizations and treatment plans approved by Cigna.