

July 6, 2017



IMPORTANT UPDATE

Dear Valued Health Care Professional:

This letter is to notify you of an important change in the Cigna-HealthSpring service area which will impact your patients in the Medicaid Integrated Care Program (ICP) with Cigna-HealthSpring's SpecialCare of Illinois coverage.

Starting August 1, 2017, Cigna-HealthSpring (CHS) will no longer be participating in the Medicaid Integrated Care Program (ICP).

The State of Illinois Healthcare and Family Services (HFS) will utilize best efforts to minimize disruption and maintain the primary care physician relationship by transferring your patient to another Medicaid Managed Care Organization (MCO) with which you participate. Given the number of customers and MCO's involved in the transfer, the PCP relationship may not always be maintained in the auto-assignment process.

What this means for you:

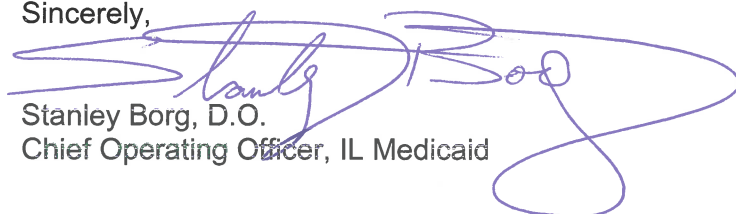
- Through August 1, 2017, it is business as usual – this announcement does not affect your contractual relationship or your reimbursement.
- Claims submissions will continue to follow the timely filing requirements outlined in your contract.
- If you have received an authorization from CHS for dates of service after August 1, 2017, then that authorization will be honored by new MCO. It is recommended that providers contact the new MCO to validate any existing authorizations.
- Providers can validate the new MCO assignment by logging into the "Medi System" on the HFS website.
- This announcement only relates to the Medicaid Integrated Care Program (ICP) line of business, and has no impact on any other lines of Cigna business or contracts you may have with Cigna-HealthSpring.

What this means for your ICP patients with Cigna-HealthSpring coverage:

- CHS customers will receive a letter with information on their new MCO assignment and the options available to them.
- The new MCO will be sending out enrollment information in the next 30 days (e.g. Customer ID cards, enrollment packets).
- Customers will have a 90 day open period to switch to another plan before a lock in occurs.
- Customers can contact the Client Enrollment Broker with questions: 877-912-8880 (TTY 866-565-8576) Monday – Friday 8am -7pm.

We thank you for your continued partnership. We remain committed to our customers' well-being, and are working to make this a smooth transition.

Sincerely,



Stanley Borg, D.O.
Chief Operating Officer, IL Medicaid