



January 2025

Dear Patient,

I am writing with an important update about Mount Sinai Health System's participation with your health insurance plan.

Our records indicate that you receive your Medicare Advantage coverage through Cigna. **As of Wednesday, January 1, Mount Sinai is no longer in Cigna's Medicare Advantage network.** This means that Cigna will no longer cover your care at Mount Sinai at in-network rates.

What You Need to Know

If you wish to continue receiving care through Mount Sinai providers or facilities, you can choose a different plan that has a contract with Mount Sinai.

Even though the regular Medicare Annual Enrollment period in the fall has passed, you may have another opportunity to make changes to your coverage. If you are currently enrolled in a Medicare Advantage plan, you can make a one-time change to your Medicare coverage between **now and Monday, March 31**. During this period, you can switch to a different Medicare Advantage plan that Mount Sinai participates with or to Original (traditional) Medicare to protect your in-network access to Mount Sinai providers and facilities.

Mount Sinai contracts with a number of Medicare Advantage plans, in addition to accepting Original (traditional) Medicare and all supplemental plans. Below is a list of resources to aid you in understanding your options.

- To view the list of plans with which Mount Sinai will participate in 2025, **visit our website at ChooseMountSinai.org**.
- **Call Medicare at 1-800-MEDICARE** (1-800-633-4227) for assistance with switching plans.
- **Visit Medicare's website at Medicare.gov and use the Plan Finder tool** to compare available Medicare Advantage plans.
- If you have additional questions or need more information you can also call Mount Sinai's dedicated **community assistance line at 833-623-1258**.

Additional Information

If you prefer to continue seeing your Mount Sinai care team but do not want to switch plans at this time, you have the option to:

- Use out-of-network benefits if your current plan offers them
- Self-pay at the out-of-network rate

Please be aware that out-of-network benefits generally will not cover all your care and may result in a significant out-of-pocket cost for you.

Thank you for trusting Mount Sinai with your care.