



February 2025

Dear Patient,

You may have received a letter or email regarding Mount Sinai Health System's ongoing negotiations to remain in-network with Cigna's commercial insurance plans. **Please note that this message was sent to you by mistake.**

According to our records, you are enrolled in a Cigna Medicare Advantage plan, not a commercial plan through an employer. While we are in negotiations with Cigna regarding our participation in their commercial insurance network, **we want to clarify that we are now permanently out of network for patients covered through a Cigna Medicare Advantage plan.**

Mount Sinai's participation with Cigna Medicare Advantage plans ended on Wednesday, January 1. **This means that Cigna is no longer covering 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 are still able to change to a plan that has Mount Sinai in network.

Because 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.

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 participates, **visit our website at [ChooseMountSinai.org](https://www.ChooseMountSinai.org).**
- **Call Medicare at 1-800-MEDICARE (1-800-633-4227)** for assistance with switching plans.
- **Visit Medicare's website at [Medicare.gov](https://www.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**.

We apologize for the inconvenience any previous communications may have caused. Thank you for your understanding and continued trust in our care.