



<Month, Day Year>

<Addressee's Name
Street Address
City State Zip Code>

Dear <Member Name>:

We value you as a Cigna-HealthSpring CarePlan of Illinois (Medicare-Medicaid Plan) member, and we want to share some important information about your Cigna-HealthSpring plan.

The federal Centers for Medicare & Medicaid Services (CMS) imposed sanctions on Cigna-HealthSpring starting January 21, 2016. This means that Cigna-HealthSpring cannot advertise to people with Medicare or accept enrollments into our plans at this time.

What does this mean for you as our member?

This does not impact your benefits or services with Cigna-HealthSpring. In particular:

- There will be no change in your medical or prescription drug coverage
- You should continue to make appointments and meet with your doctors as you normally do
- You should keep working with your care coordinator to get the care and services you need
- We urge you to keep getting your preventive medical screenings
- You will keep getting your plan-covered drugs as prescribed by your doctors

Why was Cigna-HealthSpring sanctioned?

In 2015, CMS conducted an audit of various Cigna-HealthSpring operations. Based on the audit results, CMS found that Cigna-HealthSpring:

- Did not do enough outreach to providers and members to get them the information they needed to make good decisions about medical or drug coverage
- Wrongly denied medical services or drugs
- Failed to provide new members with a one-time temporary supply of a drug (also known as a transition supply)
- Failed to process requests for medical services or drug coverage correctly and/or on a timely basis
- Did not give enough information or gave wrong information in member communications
- Did not have an effective Compliance program.

We want to assure you that Cigna-HealthSpring is working diligently to fix these issues as quickly as possible.

Can you keep your current plan?

Yes. If you are satisfied with your current coverage, you do not need to do anything to stay in your plan.

Can you make changes to your medical or prescription drug coverage?

Yes. If you believe you have been negatively impacted by the deficiencies explained above, or for any other reason, you may join a new plan now.

1. You can enroll in a different MMAI Plan at any time.

There are several other Medicare-Medicaid Alignment Initiative (MMAI) plans available in your county. If you choose to join another MMAI plan, it will cover all of your current Medicare and Medicaid benefits, including prescription drugs. MMAI plans help you coordinate and manage both your Medicare and Medicaid benefits and may also offer additional benefits, such as adult dental and telemonitoring.

To enroll in a different MMAI plan, call Illinois Client Enrollment Services at 1-877-912-8880, TTY users should call 1-866-565-8576, Monday – Friday 8:00 a.m. – 7:00 p.m.

2. You can enroll in Original Medicare or a Medicare Advantage plan for your Medicare and prescription drug benefits. If you do this, you will receive your Medicaid benefits separately through fee-for-service.

- You can get your Medicare services, such as doctor visits, through Original Medicare. If you choose Original Medicare, you need to join a separate Medicare prescription drug plan, also known as a “Part D plan” to get prescription drug coverage. If you don’t choose a drug plan on your own, Medicare will choose a new drug plan for you.
- Or you can enroll in a Medicare Advantage health plan to get your Medicare services. A Medicare Advantage plan is offered by a private company that works with Medicare to provide benefits. Medicare Advantage plans cover all services that Original Medicare covers and may offer extra coverage such as vision, hearing, or dental. Most include prescription drug coverage as well.

If you choose a Medicare Advantage plan, check with your current providers to see if they are part of the new plan. You should also ask the new plan if your current medications will be covered. You can call the new plan or look at the plan’s provider directory and prescription drug list online.

To get more information about Original Medicare, Medicare Advantage and Medicare Part D plans in your county, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

To get more information about fee-for-service Medicaid call the Illinois Department of Healthcare and Family Services Health Benefits Helpline at 1-866-468-7543 (TTY users should call 1-877-204-1012) Monday-Friday 8:00 am – 4:45 pm.

To get free, confidential assistance about MMAI plans, call the Senior HelpLine and ask for the MMAI Ombudsman at 1-800-252-8966 (TTY users should call 1-888- 206-1327) Monday-Friday 8:30 am-5pm.

Review the choices above to select the option that is best for you. Talk about your choices with someone who knows about your health care needs, like your family or call Illinois Senior Health Insurance Program (SHIP) for free counseling at 1-800-252-8966 (TTY users should call 217-524-4872) Monday-Friday 8:30am-5pm.

What if you have more questions?

We're here to help. Please call Customer Service at 1-866-487-4331 (TTY only, call 7-1-1). We are available for phone calls seven days a week, 8 a.m. to 8 p.m. Calls to these numbers are free.

If you have questions about Medicare, please call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Thank you for being a valued Cigna-HealthSpring member.

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Herb Fritch
President, Cigna-HealthSpring

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