



# SOUTHWOODS HEALTH

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October 2024

RE: Important Information Regarding Cigna Healthcare

Following months of negotiations with Cigna Healthcare (“Cigna”), Southwoods Health is disappointed to report that Cigna has not yet reached an agreement to retain Southwoods as an in-network provider, effective October 31, 2024. While Southwoods is proud of its ability to maintain relationships with a broad array of commercial insurance companies, negotiations have demonstrated that Cigna is not willing to fairly reimburse the high quality care our patients have become accustomed to receiving at Southwoods.

We’ve expressed our concerns about the potential impact this will have on Cigna beneficiaries, and have valued our 25-year relationship with Cigna. But we can no longer support an agreement with reimbursement levels that impact our ability to deliver the highest quality of care patients are used to receiving, and are so much lower than other insurance companies we are proud to support.

At Southwoods, it’s not just about the treatment but how you’re treated. We are disappointed Cigna does not share this same vision in treating their insured patients with the same attention to quality care that we provide. Southwoods is not alone in experiencing contract issues with Cigna, as recent negotiations with several other healthcare systems have resulted in similar outcomes.

This contract issue will impact Cigna patients from obtaining medical services at Southwoods, which includes but is not limited to the following locations:

- The Surgical Hospital at Southwoods
- Southwoods Physician Group Offices
- Southwoods Imaging
- Southwoods Express Care

While we remain hopeful Cigna will reconsider its position, we are providing this information to Cigna beneficiaries so employers and patients can start exploring options with other insurance companies that are in-network with Southwoods Health to retain access to the highest quality of healthcare services we provide.

Southwoods is in-network with all other major commercial plans in Ohio and is committed to providing access to high quality and cost-effective care for the residents of Mahoning, Trumbull, Columbiana and Mercer counties. We also remain committed to continuing to work with Cigna to negotiate a market competitive renewal agreement that will enable us to serve the healthcare needs of Cigna patients who know and trust Southwoods providers.

We value our patient relationships, remain dedicated to serving their healthcare needs and promise to do our part to reach a new agreement prior to the October 31, 2024 expiration. Please read the attached FAQ sheet for answers to the most Frequently Asked Questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Ed Muransky". The signature is fluid and cursive, with a prominent initial "E" and a long, sweeping tail.

Ed Muransky  
Southwoods Health CEO



# FREQUENTLY ASKED QUESTIONS CIGNA HEALTHCARE



## Southwoods Health may become out-of-network with Cigna Healthcare beneficiaries on October 31, 2024.

### **Why are Southwoods and Cigna negotiating?**

Negotiations are a standard part of business between healthcare systems and insurance plans. We are hoping to find middle ground on reimbursement rates that will continue to help support the quality, compassionate care we provide to our patients.

### **I'm a Cigna Healthcare member who has been seeing my doctor at Southwoods for years and I want to continue doing so. What are my options?**

After October 31, 2024, your care at Southwoods will no longer be covered as an in-network benefit from Cigna Healthcare. If you plan to continue receiving care at Southwoods, you will need to choose a different health insurance plan to have your services covered.

Southwoods Health is deeply committed to caring for our patients in Mahoning, Trumbull, Columbiana and Mercer counties and currently accepts all other major commercial plans, including:

- Aetna
- Anthem Blue Cross Blue Shield
- Buckeye Health
- Humana
- Medical Mutual of Ohio
- Molina Healthcare
- United Healthcare

The individual and family marketplace open enrollment period for 2025 health insurance is November 1, 2024 through January 15, 2025. This is your primary opportunity to sign up for a health insurance plan or make changes to an existing plan for the upcoming year.

### **Does this affect the hospital AND Southwoods Physician Group office locations?**

Yes, if we do not reach an agreement by October 31, Southwoods Health will be considered an out-of-network provider for patients who have Cigna insurance.

This includes medical services at:

- The Surgical Hospital at Southwoods
- Southwoods Physician Group Offices
- Southwoods Imaging
- Southwoods Express Care

### **If I decide to go to a doctor at another healthcare system, what will happen to my medical records from Southwoods? Will the new doctor get those?**

Yes, Southwoods will work with patients who want to change providers to help them transfer any necessary medical records.

### **Who can I call if I have additional questions?**

Before scheduling an appointment, please contact Cigna via the number on the back of your insurance card to ask any additional questions regarding Southwoods Health's status.