

Cigna Medicare Advantage Patients: What you need to know

Piedmont is terminating its contract with Cigna Medicare Advantage (HealthSpring), effective March 31, 2025.

Q: How does this impact my relationship with Piedmont and/or my Piedmont physicians?

A: This termination affects hospitals and physicians who are in the Piedmont Clinic as well as services provided at freestanding and joint venture ambulatory surgery centers, home health, and home infusion.

Q: If a patient would like to switch their MA plans to an in-network insurance option for Piedmont or their Piedmont physician, how do they make this change?

A: There is currently a Medicare Advantage Open Enrollment period. Because of this, patients can select a new plan before March 31, 2025. Patients can search for their physician on www.care.piedmont.org and review the list of insurance coverage on their profile. In addition, we have set up a call center specifically to answer any questions that you might have. That phone number is **800-675-2186**.

Piedmont hospitals participate in multiple Medicare Advantage plans as well as traditional Medicare and has contracts that extend through 2025 with these plans:

- Traditional Medicare (provided by the Center for Medicare and Medicaid Services)
- Aetna
- Anthem MediBlue
- Caresource Dual Advantage
- Clover Health
- Clear Springs Health (previously, Eon Health)
- Georgia Health Advantage (American Health Plan)
- Humana
- Kaiser
- Pruitt Health Premier (AllyAlign)
- Sonder
- United Healthcare
- WellCare

Q: My patient is in the midst of ongoing medical treatment that includes services from a Piedmont hospital or other such facility. Do they need to find another healthcare provider?

A: Patients in ongoing medical treatment should contact Cigna and verify if their treatment will be covered under continuity of care benefits, which typically would allow patients to continue receiving treatment from Piedmont and be covered by Cigna for a specific time period.

For patients who choose to stay with Cigna Medicare Advantage

Q: If patients with Cigna MA show up at a Piedmont hospital with an emergency, will they be turned away?

A: No, patients will not be turned away. In addition, Cigna has indicated that emergency care for patients will be covered at in-network benefits.

Q: If patients with Cigna MA need to be hospitalized and want to choose a Piedmont facility, what should they do?

A: As a patient, the Cigna MA contract termination has different implications depending on if the patient has a PPO plan or an HMO plan. The insurance card should clearly state if the patient is in a PPO or HMO plan.

For PPO Plan Patients: For patients with a PPO plan, they can continue receiving care at Piedmont utilizing out-of-network benefits, which are often not as good as in-network benefits. Prior authorization for medical services is still required. Patients should call Cigna with questions. All emergency care for patients with an PPO plan will be covered at in-network benefits.

For HMO Plan Patients: For patients with an HMO plan, non-emergent care at Piedmont may not be covered by Cigna. To verify if non-emergent services are covered by the Cigna MA HMO plan, you should call Cigna with questions at the number on the back of you Member ID Card.

Q: If my patient has a physician office visit appointment(s) or hospital procedure scheduled after March 31, do I need to reschedule them?

A: Patients who have appointments with Piedmont for physician visits or hospital procedures **after** March 31, should reschedule before April 1, to ensure continuity of care with Piedmont providers. Alternatively, they can reschedule for a later date after selecting a new Medicare plan during the current open enrollment period.

For additional FAQs, go to piedmont.org/CignaMA.