



August 21, 2023

Dear Valued Patient,

Kansas City Urology Care has been in negotiations with Cigna for several months to secure patient care reimbursement that is reasonable for the services we provide. Along with you, our expenses also continue to rise year after year. Yet even though employers are required to pay higher annual premiums (and pass additional costs to you), Cigna has not increased our non-Medicare fees for eleven years!

In our 24 years, Kansas City Urology Care has never given a termination notice to an insurance company. We value our patient relationships, and we strive to provide the highest quality of care, outcomes and access as the leading urology and uro-oncology provider in the Greater Kansas City area.

What will happen if we end our relationship with Cigna?

Non-Medicare patients: KCUC will no longer be a provider for Cigna effective **December 27, 2023**. Check your employer's benefits plan. **Call Cigna.** Hopefully, you will still be able to access KCUC, but your out-of-pocket costs could be higher, prior authorization might be tighter, etc.

Medicare Advantage patients: KCUC will no longer be a provider for Cigna Medicare Advantage effective **November 1, 2023**. You may want to check if you have out-of-network benefits with Cigna HealthSpring.

Medicare patients with Cigna's supplemental plan: Check with Cigna (call the number on the back of your insurance card).

You can help:

- 1) Reach out to your employer's leadership and human resources lead to request that KCUC remain with Cigna for your healthcare needs. Email Cigna's president, David Cordani, at David.Cordani@cigna.com.
- 2) Call the Cigna customer services number located on your Cigna insurance card to let them know how important it is for you that KCUC remain "in network" with Cigna.

Sincerely,

Daniel Holmes, MD
President