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499 Washington Blvd
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Dear CIGNA Member:

We're writing to let you know that the Eastern Long Island Health Network contract to participate in the CIGNA network for HMO and Managed Care (including Network, **Open Access Plus**, and PPO) insurance plans will terminate, effective January 31, 2009.

The Eastern Long Island Health Network includes:

- Eastern Long Island Hospital
- Suffolk Hospital
- Peconic Bay Hospital

Eastern Long Island Health Network is a valued part of our network and we are continuing our discussions with them with the goal of continuing that relationship. Should an agreement be reached, you will be notified immediately.

“Cooling Off” Period

To comply with New York law CIGNA and Eastern Long Island Health Network must continue to cover all services and abide by all terms in the contract for a two month period (the "cooling off period") following termination of the contract. During this cooling off period you may continue to access inpatient and outpatient services at the Eastern Long Island Health Network hospitals as in-network covered services subject to CIGNA's usual authorization and referral processes. This cooling off period ends on March 31, 2009.

After the cooling off period, services at the Eastern Long Island Health Network hospitals will generally not be covered as in-network services unless authorized as described below, or in instances where CIGNA does not have a participating hospital that can provide the service.

You will continue to have access to participating hospital services through the 95 acute care hospitals, located throughout the state of New York, that continue to participate in the CIGNA network. Of those hospitals, there are eight (8) participating hospitals in Suffolk County. We have attached a list of these hospitals for your convenience. Also a list of participating hospitals is available in our provider directory or on our Web site at www.cigna.com.

Transitional Care Periods

You may be eligible to continue care with the Eastern Long Island Health Network hospitals, and/or its affiliated physicians who leave the CIGNA network, for a transitional period as explained below. In some instances, this

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CGLIC has acquired the business of Great-West Healthcare.

continued care may require additional authorizations. If you have a need for an elective admission for inpatient hospital services after the two month cooling off period you should discuss your care with your physician who can help to coordinate care at an alternative participating hospital.

Hospital Care

No additional authorization or referral is needed for ongoing care at the Eastern Long Island Health Network hospitals that was authorized prior to January 31, 2009 and is provided during the two month cooling off period. Additional authorization is required to continue such ongoing care at the Eastern Long Island Health Network hospitals after the two month cooling off period.

Subject to review by CIGNA, care provided after the two month cooling off period may be continued for up to ninety (90) days from January 31, 2009 (or, if you are in the second trimester of pregnancy on the contract termination date, for a transitional period that includes the provision of post partum care related to the delivery), provided that the care was initially authorized prior to January 31, 2009] and provided that Eastern Long Island Health Network agrees to:

- continue to accept reimbursement from CIGNA at the rates in place prior to the start of the transitional period as payment in full;
- adhere to CIGNA quality assurance requirements and provides CIGNA with necessary medical information related to the your care; and
- otherwise adhere to CIGNA policies and procedures, including, but not limited to, referrals, pre-authorizations and treatment plans approved by CIGNA.

If a "new" inpatient admission or service is authorized by CIGNA or if a new outpatient service is referred by your doctor to be provided at the Eastern Long Island Health Network hospitals after January 31, 2009 in-network level coverage for this care is not eligible for continuation at the Eastern Long Island Health Network hospitals after the cooling off period. To continue such coverage, you or your doctor will need to obtain a new authorization or referral for the service to be provided at a participating hospital. Please take this into consideration and discuss with your referring doctor.

Practitioner Care

As a result of the Eastern Long Island Health Network termination from the CIGNA network, your Primary Care Physician or Specialty Care Physicians who have admitting privileges only with one of the hospitals under the Eastern Long Island Health Network may also become disaffiliated with the CIGNA network. If a Specialist, from whom you have recently received services, or your Primary Care Physician does not remain in the network, we will notify you by separate letter prior to their leaving the network.

You or your terminating physician may be eligible for an authorization to continue your ongoing care with the provider for up to ninety (90) days after the termination date of the physician's contract with CIGNA (or, if you are in the second trimester of pregnancy on the contract termination date, for a transitional period that includes the provision of post partum care related to the delivery), provided that the terminating physician/hospital agrees to:

- continue to accept reimbursement from CIGNA at the rates in place prior to the start of the transitional

period as payment in full;

- adhere to CIGNA quality assurance requirements and provides CIGNA with necessary medical information related to the your care; and
- otherwise adhere to CIGNA policies and procedures, including, but not limited to, referrals, pre-authorizations and treatment plans approved by CIGNA .

To receive authorization for continuing care as described above, you (or the physician) must submit a Continuity of Care Request Form. You may go online to www.cigna.com to print out a Continuity of Care Request Form or call the toll free number on your Identification Card to request a copy of the form. A separate form is needed for each service. Upon review of this request, CIGNA will notify you in writing of its decision.

Please continue to work with your physician who can arrange for your continued care. If you have questions, you may contact us by calling the toll free number on your Identification Card. We value your membership in CIGNA and appreciate your patience and understanding.

Very truly yours,

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