Frequently Asked Questions

Why is this happening?

Cigna wants to keep your health care affordable. We have been working hard to renew our contract with Chesapeake Regional Medical Center. Unfortunately, despite our best efforts, we haven't reached an agreement yet.

What if I am admitted before June 1, 2023, but my stay continues past this date?

As long as we have approved your stay, the services you receive will be covered at the in-network benefit level, even if you stay after June 1, 2023.

What if I am receiving ongoing treatment on June 1, 2023?

You may be eligible for Continuity of Care. This program allows you to continue in-network coverage for certain medical and behavioral treatment provided by Chesapeake Regional Medical Center for a defined period of time even after the hospital leaves your network.

To find out more about Continuity of Care, please contact us at the toll-free number on your Cigna ID card, or use the myCigna® app or website. You'll find the Continuity of Care brochure and application there:

1. Go to myCigna.com.
2. Scroll to the bottom of the page and click on **Find a Form**.
3. Select **Medical**, and then choose **Transition of Care/Continuity of Care Form**.

If you call us, please let the Customer Service Advocate know you're in the middle of treatment. They'll work with you to determine your eligibility for Continuity of Care. They can also help you complete the request form.

I've been approved for services that start <u>after</u> June 1, 2023. What should I do?

Please contact us at the toll-free number on your Cigna ID card. A Customer Service Advocate will help you get approval for treatment at another hospital in your network. They can also work with you to determine if you're eligible for Continuity of Care.

What if my primary care or specialist provider admits patients only to Chesapeake Regional Medical Center?

You'll need to choose an in-network primary care provider (PCP) and/or specialist to continue receiving in-network benefits for services. We can help you find a new PCP or specialist. Please contact us at the toll-free number on your Cigna ID card. You can also use the myCigna® app or website to find a list of PCPs and specialists in your network.

If your plan requires you to have a PCP, we'll assign one to you and mail you a new Cigna ID card with the name of your new PCP. You may also choose a new PCP or change the one we assign to you by calling us at the toll-free number on your Cigna ID card, or by using the myCigna® app or website.

What if I receive emergency care at Chesapeake Regional Medical Center?

Your emergency care services will be covered at the in-network level under your plan's emergency room coverage. If you're admitted to the hospital from the emergency room, your stay will be covered at the in-network level until you're stable and ready to be transferred to an in-network hospital.

Continuity of Care

What is the Continuity of Care program?

The Continuity of Care program lets you to continue to get in-network coverage for certain medical and behavioral treatment at the hospital for a specific period of time — even after the hospital leaves your plan's Cigna network. There are two ways to find out more:

1. Contact us toll-free at the number on your Cigna ID card or 1.800.244.6224. Let the Customer Service Advocate know that you're in the middle of treatment. We'll work with you to see if you're eligible and help you complete the forms.
2. Use the myCigna app or website. Scroll to the bottom of the page and click on **Find a Form**.

How long will Continuity of Care services be covered at the in-network rate?

If your care was authorized before June 1, 2023, you may be able to receive in-network coverage for care from the hospital and/or your provider for up to ninety (90) days. The ninety-day period begins June 1, 2023. If you're pregnant and in your second trimester on June 1, 2023, you may be able to continue to receive care from the hospital and/or your provider at the in-network rate for the remainder of your pregnancy, as well as during your post-partum care.

If your health care professional is also no longer in your plan's Cigna network as a result of this termination, he or she can submit a request to Cigna to continue coverage of your care at the in-network rate.

To qualify for Continuity of Care, Chesapeake Regional Medical Center and your individual provider(s) must agree to:

- continue to accept reimbursement from Cigna at the rates we agreed to before the transitional period as payment in full;
- follow Cigna quality assurance requirements and provide Cigna with necessary medical information related to your care; and
- follow Cigna policies and procedures, including but not limited to, referrals, pre-authorizations and treatment plans approved by Cigna.

What do I have to do to see if I qualify for Continuity of Care?

You must submit a Continuity of Care Request Form. There are two ways to do that:

1. Call the number on your Cigna ID card or 1.800.244.6224. Let the Customer Service Advocate know that you're in the middle of treatment and want to see if you qualify for Continuity of Care. We'll work with you to find out if you're eligible and help you complete the request form.
2. Use the myCigna app or website. Scroll to the bottom of the page and click on **Find a Form**. Click the **Continuity of Care Request Form**, print it, and fill it out. The form will have the mailing address you must send it to.

Once you submit the request form, Cigna will send you a letter with our decision. If you have any questions, we're happy to help. Please contact us at the number on your Cigna ID card. Customer Service Advocates are available 24/7.