

## Important Cigna Network Participation Information

Hello,

You are receiving this notification because our records indicate that you or your child have visited a Privia Medical Group provider within the last 12 months and have health insurance coverage that uses the Cigna provider network. If this is not the case, please disregard this message.

Privia is negotiating with Cigna in good faith in order for your Privia provider(s) to remain in the Cigna network. We are hopeful we will reach a resolution so that our providers may continue participating in all Cigna plans and avoid any interruptions in your care.

**However, if a resolution is not reached, your Privia provider(s), including primary care and specialty providers, will be out-of-network with Cigna starting February 20, 2023.** We are still committed to providing you with exemplary care, and we are working diligently to resolve this matter. In the meantime, please continue to attend your scheduled appointments.

### What Can I Do?

- **Please contact Cigna by calling the number on the back of your ID card** and let them know that you want your Privia provider(s) to remain in its provider network.
- If you are part of an employer, municipality or union plan, then please **consider contacting your Human Resources Department or your benefits advisor and let them know your concerns.** They may also advise you on your out-of-network benefits and potential ways to continue seeing your providers on an in-network basis.

### What if I Need Ongoing Care?

With Continuity of Care, you may be able to receive services at in-network coverage levels for specified medical conditions in certain circumstances. In most cases, you must apply for Continuity of Care within 30 days of your healthcare provider's termination date. Contact Cigna to learn more about your coverage, including Continuity of Care options.

As your Privia providers, we want to assure you that we have exhausted all opportunities to avoid interruptions in your care. We value our relationship with you and appreciate your support of Privia in this matter. If you have any additional questions or would like an update related to our status with Cigna, please visit [care.myprivia.com/Cigna](https://care.myprivia.com/Cigna) for updates (or scan the QR code below), or contact Privia at (888) 774-8428 to speak with a Customer Experience Specialist.

Best of Health,  
Privia Medical Group