

PriMed Continues to Participate in Cigna Insurance

If you are a PriMed patient with Cigna Insurance, you are still in-network when receiving care from your PriMed doctor.

On March 31, 2017, PriMed Physicians were accidentally removed from Cigna's provider network, due to a processing error by the insurer.

In early April, many PriMed patients with Cigna insurance received a letter from the health plan, informing them that PriMed is no longer in their provider network. Cigna has acknowledged the error and is working to remedy it. This may affect claims submitted on or after April 1.

Now What?

Cigna is sending updated letters to all patients who were sent communication about the error.

- All claims that are processed out of network will be identified and reprocessed by Cigna.
- Patients with Cigna are welcome to schedule appointments and see their provider, as usual, with PriMed.

Please contact Cigna's customer service for additional information.