

September 21, 2018

To our CIGNA patients

You may have recently received a letter or other form of notice that advised Premier Bone and Joint Centers is in negotiations with CIGNA, your group health coverage carrier, and that possibly Premier Bone and Joint Centers would be out-of-network with respect to your coverage. This letter is to give you a new update. We are indeed continuing conversations with CIGNA concerning several aspects of our provider contract. We have, presently, negotiated an extension of time such that we will continue to be in network, anticipating a mutually agreeable contract revision. Should we not be able to reach an agreement, our anticipated termination date would not be until February 28, 2019.

It seems that the majority of the initiatives in healthcare these days is aimed at reducing the cost of medicine. While that is a common concern with us in the communities we serve, there should also be an equal effort to maintain healthcare quality and the ability for patients to receive appropriate care timely and conveniently. Your care is our primary concern. Much of our discussion with Cigna Health has been concerning these issues for almost 2 years, as we are striving to effect changes and efficiencies in the flow and processes our patients must follow in order to receive the care we feel they need. We know how cumbersome the pre-certification processes can be for you, our patient, to navigate, and how it also consumes a significant amount of our back office staff time. This in turn ultimately increases our operating costs significantly. Many of you have also experienced significant delays in your care due to some of these issues and due to these processes. Therefore, our physician specialists wish to let you know that they are continuing to work as hard and as diligently as ever to provide you with the best in orthopedic care and treatment, and that our administrative staff will continue to work with CIGNA to achieve an amicable solution in order to maintain the active status of our contract such that you will not be financially penalized and that you can maintain your right to choose to see your favorite physician at PREMIER Bone and Joint Centers.

Respectfully Submitted,

The Physicians of PREMIER Bone and Joint Centers

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