

Subject: **Important Notice Regarding Changes to Cigna Healthcare**

Dear Patient,

We value your trust in Central Coast Orthopedic Medical Group as your healthcare provider and appreciate the opportunity to be a part of your healthcare journey.

I am writing to inform you of an important change impacting your insurance coverage. After carefully considering and evaluating our provider network, we regret to inform you that Central Coast Orthopedic Medical Group will terminate its contract with Cigna Healthcare, effective December 31, 2023.

We did not take this decision lightly, and we understand the significance of your relationship with our practice and the importance of uninterrupted access to quality healthcare services. We assure you that we are committed to making this transition as smooth as possible for you.

What does this mean for you?

1. **Coverage Until December 31, 2023:** You will continue to receive coverage under your Cigna Healthcare for services provided by Central Coast Orthopedic Medical Group until the termination date of December 31, 2023.
2. **Transitioning to a New Provider:** To ensure continuity of care, we recommend exploring alternative healthcare providers within the Cigna Healthcare network. You may also contact Cigna Healthcare for assistance in finding a suitable in-network provider.
3. **Medical Records Transfer:** If you choose to transition to a new healthcare provider, we will facilitate the transfer of your medical records upon your request. Please contact our office to initiate this process.

We understand that changes in healthcare providers can be challenging, and we want to support you during this transition. If you have any questions or concerns, please contact our office at 805-349-9545 for the Santa Maria office, 805-473-4949 for the Pismo Beach office and 805-541-4600 for the San Luis Obispo office, and our staff will be happy to assist you.

We appreciate your understanding and cooperation during this time of transition. Thank you for choosing Central Coast Orthopedic Medical Group as your healthcare provider. It has been our privilege to serve you, and we wish you continued health and well-being.

Sincerely,

David Lee
Chief Executive Officer
Central Coast Orthopedic Medical Group