



October 26, 2021

Dear Cigna Member,

This letter is to provide important information about your Cigna CarePlan.

Molina Healthcare of Texas will acquire Cigna's CarePlan, and on December 31, 2021, Cigna will no longer be participating in the Texas Medicare-Medicaid Dual Eligibles Program. This means that you will become a Molina member starting January 1, 2022.

You're not required to do anything. You and all your benefits will automatically transfer to Molina Healthcare on January 1, 2022.

What does this mean for you?

- Molina Healthcare (Molina) will provide your Medicare-Medicaid health care services and prescription drug coverage starting on January 1, 2022. In October, you received your Explanation of Coverage or Annual Notice of Changes from Cigna for 2022. The benefits explained in that document will continue to be your benefits with Molina in 2022.
- Molina will honor authorizations for any ongoing services until the services are complete or a new care plan is developed with you.
- Most of your current health care providers are already in Molina's provider network. If any aren't, Molina will help you pick a new provider to ensure you continue getting the appropriate care.
- You will be assigned a Molina service coordinator who will help you develop a new care plan and service plan (when applicable).
- Molina will send you a welcome packet. This will include a Summary of Benefits, which gives you information about your plan and benefits. Your plan will not be changing from what was shared by Cigna previously, but please read your Summary of Benefits and other materials included in your Molina packet.
- You will also receive a Molina Member ID Card. You will continue to use your Cigna ID Card through December 31, 2021. You will use your Molina ID Card starting January 1, 2022.

Until you are transferred to Molina, you will continue to be covered by Cigna for all your current services.

This means:

- there will be no change in your medical or prescription drug coverage;
- you should continue to make appointments and meet with your doctors as you normally do;
- you should keep working with your Cigna care coordinator to get the care and services you need; and
- you will keep getting your plan-covered drugs as prescribed by your doctors.

You do not need to take any other action for this plan change. If you do not want to join Molina please contact the Texas Enrollment Broker to discuss your health plan options.

- You can go online to www.YourTexasBenefits.com. Log in and go to "Pick Your Health Plan."
- You can call 1-800-964-2777 8 a.m. to 6 p.m. Central Time, Monday through Friday.

Please review the backside of this document for a helpful resource list. This list provides contact information you may need if there are any questions regarding this notice.

Helpful Resource List
Calls are no charge to you

For questions about:

Contact:

This notice or Cigna plan Coverage

Cigna
Call: 1-877-653-0327
TTY users call: 7-1-1
Monday to Friday, 8 a.m. to 8 p.m. Central Time
Online: careplantx.cigna.com

Molina Healthcare

Molina Healthcare of Texas
Call: 1-866-856-8699
TTY users call: 7-1-1
Monday to Friday, 8 a.m. to 8 p.m. Central Time
Online: molinahealthcare.com/duals

Texas Medicaid

Texas Health and Human Services
Call: 1-800-252-8263
Or Call 2-1-1
Monday to Friday, 7 a.m. to 7 p.m. Central Time
Online: yourtexasbenefits.com

Medicare

Medicare.gov
Call: 1-800-MEDICARE (1-800-633-4227)
TTY users: 1-877-486-2048
24 hours a day, 7 days a week
Online: medicare.gov

Changing a Health Plan

Texas Enrollment Broker Helpline (Maximus)
Call: 1-800-964-2777
TTY users: 1-800-735-2989
Monday to Friday, 8 a.m. to 6 p.m. Central Time

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