

HAVING ISSUES WITH CIGNA INSURANCE?

THE ISSUE:

Why Are Some Claims Being Delayed or Processed Incorrectly?

Cigna has confirmed they received our correct EARH information

Cigna is working on updating EARH's information in their system

Until that update is complete, some claims may process incorrectly

Cigna estimates the update process could take 60-90 days



WHAT HAS CIGNA CONFIRMED?

33 Claims

Have been initially identified by Cigna as processing out of network

Jan 1, 2026

Claims will be reviewed back to this date

60-90 days

Estimated timeline for system updates and review

Multiple Claims

Have already been reprocessed at in-network rates

WHAT SHOULD YOU DO?

1

Claims with Cigna insurance will be placed on hold until the matter is resolved.

2

Please do not pay your Cigna bill until you have received update from EARH or Cigna that everything is updated and accurate.

WHAT HAPPENS NEXT?

1

Cigna updates provider records to correctly reflect East Adams Rural Healthcare

2

Cigna identifies all impacted claims from January 1, 2026, through the current date

3

Claims are reviewed and adjusted where appropriate

4

EARH receives a comprehensive report of affected claims

We will continue providing updates as new information becomes available.