

Provider Communications - MM
900 Cottage Grove Road
Bloomfield, CT 06002



August 25, 2021



*****AUTO**ALL FOR AADC 750 2681 12

ANH T NGUYEN
3425 GRANDE BULEVAR
IRVING TX 75062-5108

Re: Helping Medicare patients understand COVID-19 vaccine benefits

Dear ANH T NGUYEN,

With the highly contagious Delta variant now the dominant variant of COVID-19 in the United States, and the Lambda variant designated by the World Health Organization as a variant of interest, it is more important than ever to help ensure that everyone without contraindications – and especially those at high-risk for severe illness – get vaccinated.

While Cigna Medicare Advantage continues to engage our customers directly on the importance of getting the COVID-19 vaccine, recent studies have shown that **providers and their office staff are the most trusted source of information** for their patients who are hesitant about receiving the vaccine.

Engaging the enclosed list of your unvaccinated patients

Based off reports we receive from the Centers for Medicare & Medicaid Services (CMS), we have attempted to identify patients in your practice with Cigna Medicare Advantage coverage who may not have received a COVID-19 vaccine. We encourage you to proactively educate the patients listed in the enclosed document on the safety, effectiveness, and availability of the vaccine, as appropriate.

No-cost transportation to vaccination sites

If a patient identifies transportation as being a barrier to get vaccinated, please know that Cigna has partnered with Access2Care to provide transportation to and from vaccination sites at no cost to our customers in most of their Medicare Advantage plans. To schedule their free COVID-19 vaccine transportation, patients (or their provider) can call Access2Care directly at 1.866.214.5126. Your patients can also call Cigna Medicare Advantage Customer Service at 800.669.3813 (TTY 711) 8 a.m.-8:00 p.m. Monday-Friday if they need more information about this benefit.

Thank you for your ongoing care to your patients, and for proactively engaging your patients on the safety, effectiveness, and availability of the COVID-19 vaccine. If you have any questions regarding this communication, please call Provider Customer Service at 800.230.6138.

Sincerely,

A handwritten signature in black ink, appearing to read "Gina M. Conflitti".

Gina M. Conflitti, M.D., MBA, FACP
Chief Medical Officer
Cigna Medicare Advantage

Enclosure

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Share with your patients

- Yes, the vaccines are safe and effective.
- Nearly all those currently hospitalized for COVID-19 are not vaccinated.
- A previous COVID-19 infection **may not** protect you from the new, highly contagious Delta variant.
- No, the vaccines were not rushed. They are based on years of research and global talent.
- I'm vaccinated.
- Yes, getting COVID-19 is much worse than any side effects you may get from the vaccine.