

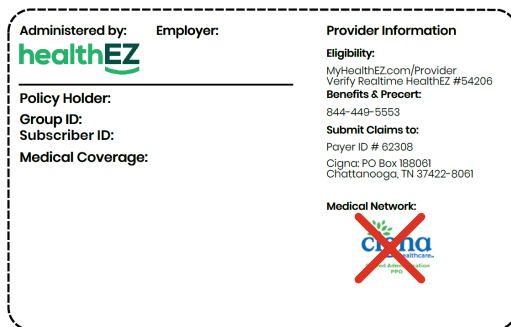


# Important Notice: Network Update

Effective January 1, 2025, your health insurance network will change from Cigna PPO to Aetna PPO. As a result, you will receive a new medical ID card reflecting Aetna as your provider network, along with updated claims submission details for your healthcare providers.

## Important Actions Required:

1. Destroy your old Cigna PPO ID card: It will no longer be valid for accessing benefits after the transition, and claims submitted with this card will not be processed.
2. Provide your new Aetna PPO ID card to your provider: To ensure smooth coverage, please share your new card with your healthcare providers as soon as possible. This will help them verify your benefits and ensure accurate pre-certification of services.



## How Your Provider Can Verify Your Eligibility

Providers can verify your eligibility in any of the following ways:

- Via real-time verification in their practice management system using ID #54206
- Online at myHealthEZ.com/Provider
- By phone at 844-449-5553

Please note: Providers must verify your benefits through HealthEZ, not Aetna, to ensure accurate information.

If you have any questions or need assistance, please don't hesitate to contact us. We're here to help!

Thank you for your attention to this important change.