



IMPORTANT MESSAGE

Read this important communication from Cigna

New Disabled Dependent Verification process

Every July, Cigna conducts a review and verification with employees who have a disabled dependent covered under certain client plans. As part of the process, we send letters to these customers requesting information be supplied to Cigna. In some instances, customers do not return the requested forms, and if it appears the dependent no longer meets the criteria for disabled dependent status, we would automatically terminate coverage.



New process

This October, instead of automatically terminating disabled dependent coverage when requested forms are not returned by employees, we will send clients a summary notification of customers who were approved, were denied or did not return the forms. This will provide an opportunity for clients to determine if coverage should be terminated.



Action required

As a client for whom we perform this annual review, if you determine that coverage should be terminated, please update the eligibility data in

your next eligibility submission. If you do not update the eligibility file, the coverage for the disabled dependent will automatically continue uninterrupted.

If you have any questions, please contact your Cigna representative.

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