



Return address

[customer name]

[address]

[city, state, zip]

Dear [customer first name],

Your health matters. Thank you for being a Cigna customer.

We're writing to let you know that we **do not have a social security number for you and/or a family member** on file. It's important that we have this information. The Affordable Care Act requires Cigna to provide information to the federal government that proves you have health insurance. To do this, we must have social security numbers in our records.

If you've recently called Cigna to give us this information, thank you. You may ignore this letter. If you haven't yet called us, please keep reading.

We understand that you may be concerned about providing a social security number to Cigna. We want to let you know that Cigna has cyber-security and privacy programs that strive to protect the integrity and confidentiality of our customer's personal information. Although you may have given social security information to your employer when you enrolled for health insurance, we did not receive that data. That is why we are reaching out to you directly.

Why Cigna is required to have this information

In 2010 the Patient Protection and Affordable Care Act (PPACA), also called the Affordable Care Act, became a law. Because of this law, all U.S. citizens and legal residents must have health insurance coverage. The government calls this having Minimum Essential Coverage, which you may also know as "the Individual Mandate." Cigna is required under the law to report to the Internal Revenue Service (IRS) whether you have health coverage and your Social Security Number is required by the government for the report.

Next Steps

- Please call us at 855-577-0366, Monday – Friday, 8:00 am – 6:00 pm EST. A Cigna customer service associate specifically trained to collect this information will take the necessary Social Security Numbers. Please note you will be prompted to provide your member ID which can be found on your Cigna Identification Card.
- If you have family members covered on your plan, we need their social security numbers too. According to our records, we need social security numbers for the following family members:

- 1) [name]
- 2) [name]
- 3) [name]
- 4) [name]
- 5) [etc.]

What happens if I do NOT give Cigna the social security number information?

If we don't have your information on file, the IRS may request additional information from you to prove you and your family have coverage.

Please don't delay

If you have any questions about this letter, give us a call. The number again is 855-577-0366. We'll be happy to help.

Sincerely, Cigna HealthCare