



IMPORTANT NOTIFICATION

Member Value Added Services (VAS) Change - revised

TO: Our Valued Provider

FROM: Cigna-HealthSpring

DATE: 08/20/2019

Cigna-HealthSpring's goal is to create a value added services (VAS) program that will meet the needs of our members and will have a positive impact on their health and well-being. Some of the VAS will change effective September 1, 2019. These value added services are effective through August 31, 2019.

As of September 1st, the previously offered benefits through our VAS will no longer be available:

- Emergency Response System (ERS)
- Respite services

Members receiving these services through Home & Community-Based Services (HCBS) and/or Community First Choice (CFC) will NOT be affected by this change – only those members receiving these benefits through their VAS benefit.

Provider Services - for assistance with additional questions concerning member benefits contact us at 1-877-653-0331 Monday to Friday, 8 a.m. to 5 p.m. Central Time.

For the most up-to-date benefits and services, refer to our STAR+PLUS website at:

<https://www.cigna.com/starplus/health-care-professionals/provider-resources/benefits>