



Return address

[customer name]

[address]

[city, state, zip]

Dear [customer first name],

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

We are writing to you in order to obtain social security number(s) for you and/or a family member. Unfortunately, we currently **do not have a Social Security number for you and/or a family member** on file. The Affordable Care Act requires Cigna to provide information, including Social Security number(s), to the federal government to prove that you have health insurance. Consequently, it's important that we have this information.

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. Please know that although you may have given social security information when you enrolled for health insurance, we are requesting this again to ensure we provide the IRS with all the necessary information.

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