



Note: Regarding Member Letters

A letter was sent to some members about their plan's compliance with the federal Mental Health Parity and Addiction Equity Act's non-quantitative treatment limitations (NQTLs). We want you to know that Cigna Healthcare is reviewing and updating any impacted procedures for compliance.

The Mental Health Parity and Addiction Equity Act (MHPAEA) is a federal law that doesn't allow health plans to apply restrictions on mental health and substance use disorder benefits that are stricter than the requirements applied to medical/surgical benefits.

NQTLs would include any limits on access to coverage like:

- Prior authorization requirements
- Availability of in-network providers
- In-network and out-of-network provider reimbursement

Members who received a letter do not need to do anything.

If these members have concerns, or wish to report a complaint, they can call the number indicated in their letter.

Written complaints can also be mailed to:

Cigna National Appeals Unit

PO Box 188011

Chattanooga, TN 37422