



# Cigna Medical Group is Becoming Evernorth Care Group

## FREQUENTLY ASKED QUESTIONS FROM PATIENTS

### What is Evernorth and/or Evernorth Care Group?

- + Evernorth is the new brand for Cigna's health services business that includes Evernorth Care Group.
- + Evernorth Care Group offers primary care and specialty services to existing and new patients.
- + While still a part of the broader Cigna Corporation, the Evernorth brand is separate and distinct from the Cigna brand.

### Why is the name changing from Cigna Medical Group to Evernorth Care Group?

- + Evernorth is the new brand for Cigna's health services business. As we provide primary care and specialty health care services, the medical group is now aligning under the Evernorth brand and changing our name to Evernorth Care Group. Changing our name to Evernorth Care Group will reflect the broad scope of programs and services we offer through Evernorth.
- + Our health care centers (including specialty, urgent care and virtual care) along with our pharmacies, vision and hearing centers are now part of Evernorth operating under the name of Evernorth Care Group.

### What does this mean for patients?

- + While our name has changed to Evernorth Care Group, there are no changes to care experiences or access to care.
  - Patients will keep their same doctor/care team and we will have even more clinical and health services available for patients as part of Evernorth.
  - Patients will continue to have access to Evernorth Care Group as an in-network provider for Cigna insurance plans. Patient will continue to use their existing insurance (Cigna Medicare Advantage, Cigna Commercial Plans, Cigna Individual & Family Plans, WellCare DSNP, Arizona Complete Health Medicaid, Mercy Care Advantage DSNP, Mercy Care Medicaid, Mercy Care RHBA, Health Choice Medicaid, and Medicare Part A/B).
  - **No action is required from patients.**

### Will this impact my care in the future?

- + No, patients will continue to receive quality care that they have been accustomed to receiving from the medical group.

### Will this impact my doctor, my nurses or any of the care or services I receive moving forward?

- + No, patients will experience no disruption to access to care. Patients will continue to keep their same doctor/care team. The medical group is well positioned to service existing and new patients and will have even more clinical and health services available through our alignment with Evernorth.

### Will I need to change my insurance?

- + No, patients will continue to have access to Evernorth Care Group as an in-network provider for Cigna insurance plans. Patient will continue to use their existing insurance (Cigna Medicare Advantage, Cigna Commercial Plans, Cigna Individual & Family Plans, WellCare DSNP, Arizona Complete Health Medicaid, Mercy Care Advantage DSNP, Mercy Care Medicaid, Mercy Care RHBA, Health Choice Medicaid, and Medicare Part A/B).

### Will patient communications change or look the same?

- + Patients may immediately notice that their care team (i.e. doctors, nurses, and office staff) will now have an Evernorth email address, voicemail message, and will answer the phone with our new name - Evernorth Care Group.
- + Starting on September 1st, patient communications and other materials will change to reflect the Evernorth brand as well including:
  - MyChart (patient portal)
  - Patient Forms
  - Our website [www.evernorthcaregroup.com](http://www.evernorthcaregroup.com)

**EVERNORTH** Care Group<sup>SM</sup>