



Amy Bansal, M.D.
Jeffrey Birns, M.D.
Marc Cohen, M.D., F.A.C.S.
Aaron Feinstein, M.D., M.H.S.
Michael Ghiam, M.D.
David Martin, M.D.
Ajay Narayanan, M.D.
Paige Plotkin, M.S., CCC-SLP
Ali Strocker, M.D.
Jerrick Joya, PA-C

November 5, 2025

To Our Patients with Cigna Insurance,

We are writing to inform you of an important change regarding our participation in the Cigna insurance network.

Effective **November 18, 2025**, ENT Group of Los Angeles will no longer be an in-network provider with Cigna.

This decision comes after careful consideration, as reimbursement rates from Cigna are nowhere near market rates and have not increased since we started our practice. Meanwhile, Cigna continues to pay health systems 4-5x the rate we are paid and increases your monthly medical premiums significantly year over year. Meanwhile our costs of providing care—including staffing and medical supplies—have risen significantly.

Despite our best efforts to engage with Cigna, they have been unwilling to negotiate with our group in good faith leaving us no choice but to terminate our participation with them as an in-network provider.

We understand that this change may cause frustration and concern, and we are committed to supporting you through this transition. We urge you to direct your frustration and concern directly to Cigna and the California Department of Insurance regarding this change.

What This Means for You

- Until **November 17, 2025**, you may continue to see our doctors under your existing Cigna benefits.
- After this date, we may be considered **out-of-network**, which could affect your out-of-pocket costs depending on your plan.

Your Right to Voice Concerns

If you are concerned about the impact of this termination on your care, you have the right to contact:

Cigna Member Services

The number is located on the back of your insurance card. Ask to file a **complaint** or **continuity of care request** to maintain access to your providers.

California Department of Insurance (CDI)

You may also file a complaint with the CDI if you feel your access to care is being unfairly limited.

- Phone: **1-800-927-HELP (4357)**
- Online: <https://www.insurance.ca.gov/01-consumers/101-help/>

Continuity of Care

In some cases, you may qualify for **continuity of care provisions**, which allow you to continue treatment with our physicians for a period of time even after we are out of network. Please contact Cigna directly to learn if you qualify.

We value the trust you place in us and remain committed to your health and well-being. If you have any questions about your care, please do not hesitate to contact our office by phone **(818) 609-0600** or text message **(820) 444-6997**.

Sincerely,

Your Team at ENT Group of Los Angeles