March 14, 2024

Charles C. Pitts
Market President for the Carolinas
CIGNA HealthCare of North Carolina, Inc.
11016 Rushmore Dr.
Suite 300
Charlotte, North Carolina 28277

Bob LaGalia
Chief Executive Officer
Unified Women's Healthcare of the Carolinas
200 Perimeter Park Drive
Suite B
Morrisville, North Carolina 27560

Re: **CIGNA and Unified Women's Healthcare Coverage Agreement Dispute**

Dear Messrs. Pitts and LaGalia:

It is distressing and harmful that the negotiations between Cigna and United Women's Healthcare have reached an impasse. As you know, your failure to reach an agreement has resulted in hundreds, if not thousands, of patients losing access to their in-network providers. Those patients have had to either find new in-network providers or pay significant out-of-pocket premiums to continue seeing their current doctors.

Neither of these alternatives is acceptable. Patients should be able to trust that a doctor who is in their network when they begin a course of treatment will remain there.

I am particularly concerned about the disruption in health care services to pregnant women who require obstetrical and gynecological care—a significant portion of UWH's patient base. I have read reports of patients in the late stages of pregnancy who were forced to pay significant out-of-pocket costs to receive prenatal services from their (now) out-of-network providers because of the impracticability of switching doctors weeks before delivery. Other patients have had no

choice but to part ways with long-time, trusted physicians due to the financial stress that they would incur by having to pay for out-of-network care.

Your ongoing disagreement over coverage has had a negative impact on far too many women in North Carolina. They—and their babies—deserve better. On their behalf, I urge you in the strongest possible terms to take immediate action to resolve your dispute and restore consistent care.

Sincerely,

Josh Stein
Attorney General of North Carolina