

United States Senate

WASHINGTON, DC 20510

April 30, 2018

Mr. David Cordani
President and Chief Executive Officer
Cigna Corporation
900 Cottage Grove Road
Bloomfield, CT 06002

Dear Mr. Cordani:

A recent series of articles by the St. Louis Post-Dispatch highlighted the costs being passed along to consumers through the practice of balance billing by providers of air ambulance service. This financial burden being placed on insured consumers appears to be driven in large part by the inability or unwillingness of some private health insurance providers and air ambulance providers to agree on terms for reimbursement.

While the importance of robust air ambulance service for patients in emergency situations cannot be overstated, particularly for patients in rural communities, the costs for these services are rising at an alarming rate. According to a study by the Government Accountability Office (GAO) last summer, the median prices air ambulance providers charged for service approximately doubled over a four-year period from 2010 to 2014, from around \$15,000 to about \$30,000 per transport. The report also noted that a lack of data made it unclear to what extent patients are balance billed for these services.

In order to better understand industry practices and the impacts of those practices on Missouri consumers, please provide the following documents and information no later than May 21, 2018.

1. A list of air ambulance providers operating within the state of Missouri with which your company has an in-network agreement for air ambulance reimbursement.
2. Any documents that detail your company's policies with regard to coverage of air ambulance service, including but not limited to any limitations on coverage.
3. A summary of air ambulance claims in Missouri processed by your company in calendar year 2017, including a breakdown of how many of those claims were denied in part or in whole.
4. Any guidance documentation provided to patients who wish to challenge or appeal an air ambulance claim with your company.
5. Any guidance documentation provided to patients informing them of how to file a complaint related to air ambulance service or billing with federal and/or state regulators.

Please direct any questions and any official correspondence related to this request to Nick Choate (nick_choate@mccaskill.senate.gov) and Janelle McClure (janelle_mcclure@mccaskill.senate.gov) with my staff at (202) 224-6154. Thank you for your prompt attention to this matter.

Sincerely,

A handwritten signature in blue ink, reading "Claire McCaskill". The signature is fluid and cursive, with the first name "Claire" and last name "McCaskill" clearly distinguishable.

Claire McCaskill
United States Senator