

Mr. Robert Schneider  
Financial Privacy Now.org

Dear Mr. Schneider:

Thank you for contacting us concerning use of Social Security Numbers (SSNs) on CIGNA HealthCare member ID cards. Let me assure you that we place great importance on protecting our members' privacy and personal information, including SSNs.

To help prevent identify theft and comply with laws that have been passed in some states, we've already started the process of removing SSNs from member ID cards. Many of our customers and members are already benefiting from this change. We're finalizing our plans to develop new alternate member identifiers in place of SSNs on ID cards.

In addition, we've already removed SSNs from many types of correspondence mailed to members' homes. We recognize your need - and the needs of our clients and other members - to protect your privacy. We're working diligently to meet this need. If you have any further questions, please contact me at 1-800-762-9940.

Sincerely yours,

Joyce Musante, BSN, MPM, RN  
Privacy Office Lead  
CIGNA HealthCare