



DANIEL SLAUGHTER, MD

Board Certified:

American Board of Otolaryngology

Subspecialty Board Certification:

Sleep Medicine

RYAN SALVADOR, MD

Board Certified:

American Board of Otolaryngology

SINUS & NASAL CARE

- *Medical Management Of Sinus Issues*
- *In-Office Procedures With IV Sedation*
- *In-Office CT Scanner*
- *Balloon Sinuplasty*
- *Endoscopic Septoplasty*
- *Turbinade Reduction*
- *Endoscopic Nasal Polypectomy*
- *Vasomotor Rhinitis*
- *Nasal Valve Repair*

SNORING & SLEEP APNEA CARE

- *Home Sleep Testing*
- *Snoring Treatments*
- *Sleep Apnea Solutions*

ALLERGY TESTING AND TREATMENT

- *Sublingual Allergy Drops*
- *Medical Management Of Allergies*
- *Needle-Free Allergy Skin Testing*

PEDIATRIC ENT CARE

- *Recurring Ear Infection Treatment*
- *Tongue-Tied Treatment*
- *Tonsil & Adenoid Treatment*
- *Hearing Testing*
- *Sinus & Allergy Treatment*
- *Medical Management Of Allergies*
- *Allergy Drop Therapy*

EAR & HEARING CARE

- *Comprehensive Hearing Evaluation*
- *Hearing Testing*
- *Vertigo Testing & Treatment*
- *Ear Infection Treatment*
- *Ear Surgery*
- *Hearing Aids Services*
- *Balance Lab*

HEAD & NECK SURGERY

- *Thyroid & Parathyroid Surgery*
- *Head & Neck Surgery*
- *Voice & Swallowing Disorders*

FACIAL COSMETIC CARE

- *Cosmetic Rhinoplasty*

November 25, 2025

Dear Patient,

After 30 years of caring for patients with Cigna insurance, we were recently presented with a new contract that significantly reduced our reimbursement rates. Unfortunately, we could not accept these rates while continuing to provide the level of care our patients deserve. As a result, Cigna has terminated our current contract effective December 15. We are exploring our options moving forward, and wanted to inform you as soon as we learned of their decision.

If you recently had a procedure and are currently in the postoperative period, we will continue to provide your postoperative care at no charge for at least 90 days following your procedure.*

We deeply value the trust you have placed in us, and we sincerely apologize for any inconvenience this situation may cause. Our commitment to your health and well-being remains unchanged. You are welcome to continue receiving care with us as an out-of-network patient, and our team is happy to review what that may look like for your particular plan.

If you decide to seek care elsewhere, we completely understand. To help make the transition as smooth as possible, we have enclosed a Release of Information (ROI) form. You may return the completed form to us in one of the following ways, and we will send your medical records to the provider of your choice.

- Klara (HIPAA-compliant text messaging) 512-601-0303,
- Mail (12221 Renfert Way, Ste 110 Austin, Texas 78758)
- email (s3info@icloud.com)
- In person

If you have any questions or would like to discuss your options, please do not hesitate to call or text our office at 512-601-0303. We are here to support you in any way we can.

If you would like to share your concerns with Cigna or request that our clinic be reinstated as an in-network provider, you may contact Cigna directly using the information below:

Cigna Customer Service

1-800-997-1654

Cigna Healthcare

Attn: Customer Service / Provider Relations

900 Cottage Grove Road

Hartford, CT 06152

Cigna may be more willing to reconsider their decision if they hear directly from members like you who would be impacted by the change.



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Thank you for allowing us to care for you. It has been an honor to be part of your health journey, and we hope to continue supporting you—whether in-network or out-of-network.

Sincerely,

A handwritten signature in black ink that reads 'DPL'.

Daniel Slaughter, MD

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*If our efforts to appeal Cigna's decision are successful and we are in network at the time of your appointment, your in-network Cigna benefits will apply. If you switch to a different insurance carrier, your new insurance benefits will apply. If you experience any postoperative issues after your 90-day postoperative period, please contact us so we can work with you.