

**Subj:** Good Morning America - Dr. Woolf's statement  
**Date:** 7/13/2008 11:51:31 A.M. Eastern Daylight Time  
**From:** Thetsascam  
**To:** allen.woolf@cigna.com  
**CC:** gary.person@cigna.com, latonya.puckett@cigna.com, karol.johnson@cigna.com

Dear Dr. Woolf,

I have reviewed the information on the Good Morning America web site and have read your statement regarding Cigna's claims handling practices. Unfortunately you must not be aware of the Case outlined on [www.thetsascam.com](http://www.thetsascam.com). Cigna certainly does not follow the guidelines/statement made by you ([http://newsroom.cigna.com/article\\_display.cfm?article\\_id=923](http://newsroom.cigna.com/article_display.cfm?article_id=923)) and I have noted this on the comment section Good Morning America web site <http://abcnews.go.com/GMA/story?id=5257491&page=1>

The case featured on thetsascam involved a Cigna claimant that was receiving benefits for ten years after 12 surgeries resulting from a freefall elevator accident. The claimant was retroactively denied benefits during post surgical rehabilitation after the twelfth surgery and coincident with Cigna losing the contract with the claimant's employer, a fortune 500 company. The claim managers (Latonya Puckett, Gary Person and Karol Johnson) did not follow your guidelines because they did not respond to the appeal in a timely fashion (in fact they were late, over 90 days), utilized an in house family doctor with no experience in orthopedics who was not licensed in the claimant's state of residence, utilized an IME physician not specialized in the field of medicine at issue, overturned the findings of Cigna's own nurse case manager, an independent peer review orthopaedic surgeon and the claimant's treating orthopaedic surgeon who all deemed the claimant disabled, discarded four days of surveillance because it did not support Cigna's position, employed highly questionable surveillance tactics, utilized a TSA performed by Cigna's subsidiary Intracorp that resulted in a complaint filing to the CRCC, used incorrect wage data to formulate the TSA, disregarded the SSDI determination in 2001, utilized an incorrect definition of disability, had both appeal decisions made by the same person on one of the two policies (WOP) etc. etc. etc.

The entire appeal has been uploaded on the [www.thetsascam.com](http://www.thetsascam.com) along with the adverse determination letters. You should read them before you make additional statements to Good Morning America

Hopefully Good Morning America will get another bite at the apple because you have simply misled Good Morning America regarding Cigna's claim practices. The case at the [www.thetsascam.com](http://www.thetsascam.com) clearly proves it and Mr. Cuomo and Wagshal at ABC News will come to see the light.

---

Get the scoop on last night's hottest shows and the live music scene in your area - Check out [TourTracker.com](http://TourTracker.com)!

**Subj: Thanks for the motivation**  
**Date: 9/14/2007 9:06:33 P.M. Eastern Daylight Time**  
**From: Thetsascam**  
**To: latonya.puckett@cigna.com, brenda.warren@cigna.com, alan.gass@cigna.com, mark.marsters@cigna.com, karen.rohan@cigna.com, barbie.rice@cigna.com, peter.brown@cigna.com, beth.spicer@cigna.com, gary.person@cigna.com, karol.johnson@cigna.com, carol.petren@cigna.com, edward.hanway@cigna.com, hedward.hanway@cigna.com, chrisonya.pratt@cigna.com, lori.hubbard@cigna.com, doryne.thomas@cigna.com, bwolff@mail.intracorp.com, sschimizzi@mail.intracorp.com**

Now that my husband's administrative file is closed I respectfully ask you to join me at my new website. Let there be light.

[www.thetsascam.com](http://www.thetsascam.com)

---

See what's new at [AOL.com](http://AOL.com) and Make AOL Your Homepage.