

MARCH 16, 2020 | CARRIER

Cigna: Enhances COVID-19 Coverage to Office Visit, Telehealth Coverage

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Cigna Takes Additional Actions to Protect Customers and Communities Against COVID-19

- Waives customer cost-sharing for office visits related to COVID-19 testing through May 31, 2020
- Waives customer cost-sharing for telehealth screenings for COVID-19 through May 31, 2020

Press Release link below:

<https://www.cigna.com/newsroom/news-releases/2020/cigna-takes-additional-actions-to-protect-customers-and-communities-against-covid-19> (<https://www.cigna.com/newsroom/news-releases/2020/cigna-takes-additional-actions-to-protect-customers-and-communities-against-covid-19>)

CIGNA - FAQ's On COVID-19 (<https://emersonreid.dmplocal.com/main/?p=dsc.get&id=O9p4MYN5JmY>)

This communication is being sent to all Cigna medical clients regarding COVID-19.

Cigna has taken further steps to help customers worried about symptoms or exposure to COVID-19 find greater peace of mind with easier access to screening, testing, telehealth services, and behavioral health support. Last week, Cigna eliminated patient out-of-pocket costs for doctor-recommended COVID-19 diagnostic testing. This week, we're enhancing our coverage again to combat the spread of this virus.

Effective immediately, Cigna will waive customers' out-of-pocket costs for COVID-19 testing-related visits with in-network providers, whether at a doctor's office, urgent care clinic, emergency room or via telehealth, through May 31, 2020.

This expanded coverage includes customers in the United States who are enrolled in Cigna's employer-sponsored plans.

Instructions for ASO plans

Employers that offer Administrative Services Only (ASO) plans will be automatically enrolled in this program with a 10-business day period to opt out.

ASO self-funded benefit plans that wish to opt out of this enhanced coverage must submit in writing a request stating the plan does NOT wish to offer or waive co-pays, coinsurance, or deductibles for plan participants. Submission in writing to your client manager is required within 10 business days of this communication. If a

written communication is not received within that time period, co-pays, coinsurance, or deductibles will be waived for employees.

What else is available to customers?

Cigna is also making it easier for our participating in-network physicians with virtual care capabilities to help Cigna customers who are chronically ill or immunosuppressed to transition from in-person visits to virtual care through May 31, 2020 through the standard office visit benefit. By expanding this support, Cigna is taking enhanced measures to protect our most vulnerable patients by mitigating exposure risks and alleviating transportation barriers. For customers with chronic health conditions worried about access to the medications they need, they can already obtain 90-day supplies with free delivery directly to their home, and have access to our pharmacists 24/7 through our Express Scripts Pharmacy (<https://www.express-scripts.com/>).

During times like these, many may experience feelings that can become overwhelming. That's why Cigna is providing resources free of charge for all customers, clients, and communities to help manage high stress and anxiety. We've opened a **24-hour toll-free help line (1-866-912-1687)** to connect people directly with qualified clinicians who can provide support and guidance. More information can be found on Cigna.com (<https://www.cigna.com/>).

As always, for questions about benefits and coverage, customers may visit my.cigna.com (<https://my.cigna.com/web/public/guest>) or call the toll-free number on the back of their insurance card for one-on-one direct access to assistance any time day or night.

To help answer additional questions, we've attached our updated customer FAQ. If you have any questions, please do not hesitate to contact your Cigna representative.

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