

Cigna

Carrier Responses

Resources

Coverage

Now through October 31, 2020, Cigna is waiving customer cost-sharing for all COVID-19 treatment. The treatments that Cigna will cover for COVID-19 are those covered under Medicare or other applicable state regulations. The company will reimburse health care providers at Cigna's in-network rates or Medicare rates, as applicable.

Extending to October 31, 2020*:

- Cost share waiver for COVID-19 diagnostic testing, related visit and treatment
- Cost share waiver for COVID-19 related virtual medical visits
- Providing hospitals the flexibility to schedule elective procedures with prior authorizations that may have been delayed to due to hospital capacity challenges

As employers look to plan reopening worksites, it's an important reminder to understand tests are covered when prescribed by a medical professional for an individual either showing symptoms of COVID-19 or who has been exposed to COVID-19. Non-diagnostic and antibody tests are not covered by Cigna's standard coverage. For more on testing, please download the [Cigna testing brochure](#) on the [Cigna.com/Pathback](#) Returning to the Worksite web page.

Cigna's extension helps deliver peace of mind for those we serve, and underscores Cigna's commitment to delivering access to affordable, predictable, and simple health care during this unprecedented time.

Helping our clients and customers stay healthy and safe, we also created the Coronavirus Resource page ([Cigna.com/Coronavirus](#)), which includes helpful tools, insights into available solutions, and tips about effective preventive measures such as the importance of wearing masks and social distancing.

Available now through September 30, 2020, Cigna has expanded emotional support to include:

- Increased free sessions with a licensed clinician in Cigna's EAP network
- Virtual meetings with counselors by phone, tablet or home computer

This is being offered to customers who have Employee Assistance Program (EAP), Cigna Total Behavioral Health (CTBH), or the emotional well-being resources introduced earlier this year available to smaller to mid-size clients with 25-499 employees. As a reminder, CTBH and emotional well-being resources for smaller to mid-size clients, are only available to customers enrolled in Cigna medical coverage.

Employers are being provided with an eCard to share with their employees. Additionally, customers who have provided Cigna with an email address will be notified of the expansion of emotional support directly.

[Cigna COVID-19 Resource Center](#)

[Cigna Wellbeing App](#)

[Cigna Frequently Asked Questions](#)

[Telemedicine, Medicare Members](#)

Communication sent to clients who offer:

[Download eCard](#) – Employee Assistance Program

[Download eCard](#) – Cigna Total Behavioral Health

[Download eCard](#) – Emotional well-being support for smaller to mid-size clients with 25-499 employees.

Telemedicine (Medical and Medicare)

When you don't feel well you want to get better fast, especially if you are experiencing symptoms such as cough, fever, or shortness of breath, which can be indicators of flu or coronavirus. With symptoms like these, you should consider using our global telehealth feature via the Cigna Wellbeing app.

Through this service, you have the opportunity to speak with licensed doctors around the world—by phone or video—to discuss your symptoms and the best next steps for you. Appointments are usually scheduled for the same day and are available 24 hours from anywhere in the world.

At myCigna.com®, members can [talk with a doctor or nurse, 24/7](#), without having to leave home.

Medicare

[Cigna announced today](#) (3/30/20) that it is: waiving customer cost-sharing for all COVID-19 treatments through May 31, 2020; partnering with Buoy Health to provide a free, web-based interactive triage tool that assesses COVID-19 risk and will be available at Cigna.com; deploying hundreds of Cigna doctors and nurse practitioners to join the team of health care professionals at MDLIVE

This further expands Cigna's numerous efforts to help our customers and communities shared with you [last week](#).

- Effective 3/30/20, Cigna will waive Medicare Advantage customer cost share for both in-network and out-of-network treatment related to COVID-19 through May 31, 2020.
- All COVID-19 treatments and services will be considered in-network and benefits will be provided at the contracted rate for in-network providers or 100% of Medicare, as applicable.

Cigna is proud to lead the industry in its response to COVID-19. For additional information, visit our Medicare COVID-19 public resource site [here](#) or go to Cigna.com and click COVID-19 Resource Center.

If your customers have any questions, they can contact Customer Service at 800-668-3813 for detailed information about their Cigna Medicare Advantage plan. We are there for them.

If you have any questions, do not hesitate to reach out to your Account Manager, your Broker Sales Rep or the Cigna Agent Resource Line (CARL) at 866-442-7516 or CARL@Cigna.com. Our entire team is here for you!