

3/23/2020

Update from Cigna

PCP referrals for specialist office visits are being waived temporarily until May 31<sup>st</sup>, effective immediately, for SureFit and IFP Connect Network customers in response to the COVID-19 virus outbreak. Suspending the referral requirement will allow our providers and Clinical Intake teams to focus on COVID-19 critical care needs during this time, such as ER and Urgent admission authorizations.

- Continue to follow all other processes as outlined in your summary plan description (e.g. Authorizations are still required)
- Given this is a fluid situation the possibility of extending beyond the May 31<sup>st</sup> date will be evaluated on an ongoing basis.

Your claims will not be denied without a referral.

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We've had several providers ask if Physical Therapy could be performed virtually and below are the updates around PT.

Q: Will Cigna temporarily expand coverage of benefits for physical therapy to include virtual care?

A: Yes. There are 2 scenarios:

- A homecare agency that traditionally has provided PT services in the home does them via telehealth and bills "G" codes that will pay according to the fee schedule.
  - An traditionally outpatient PT clinic performs PT services in the home via telehealth and bills E&M codes will pay according to their fee schedule
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Q: Will Cigna temporarily expand coverage of benefits for physical therapy to allow in network providers to provide care in home as alternative to "in center" traditional therapy services?

A: No. Face-To-Face services in the home are the purview of Carecentrix and homecare agencies.