



# IMPORTANT INFORMATION FROM CIGNA

## Updated billing guidance and FAQ's for COVID-19

### We stand with you

As COVID-19 continues to spread throughout the United States, we are grateful that providers are on the front line offering dedicated care to our customers and protecting local communities. We want to show our appreciation and commitment to providers across the country, and make it as easy as possible for you to focus on delivering safe, efficient, and quality care. That's why we continue to update our billing guidelines, and provide more options and resources.

### Virtual care billing updates and helpful quick links

We have seen the demand for virtual care increase, and have updated our virtual care guidance to **allow providers to bill any code on their existing fee schedule virtually and be reimbursed at face-to-face rates.**

To make **our dedicated provider [COVID-19 resource page](#)** even more helpful, we have added direct links to our Cigna Medicare, Cigna Behavioral Health, and Cigna Dental provider pages – as well as to our customer COVID-19 page. This page is your key resource for information on how Cigna is responding to COVID-19.

### More ways we're helping your patients

We are also standing beside our customers in this time of uncertainty. We recently **waived our preauthorization requirement for medications** until June to minimize the need for patient visits during the outbreak, and we're also partnering with Buoy Health – an artificial-intelligence powered navigation platform – to provide a free, **web-based interactive triage tool that assesses COVID-19 risk** and provides recommendations on next steps for care.

### Staying informed

For the most up-to-date information on how Cigna is responding to COVID-19 and supporting you and our customers – your patients – please visit our dedicated provider [COVID-19 resource page](#) on CignaforHCP.com. We stand with you until this pandemic is behind us – and well beyond.

LEARN MORE

**Thank you for the quality care you provide and for all that you're doing to help our customers and your community.**

**Together, all the way.®**

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