

COVID-19 UPDATE

Expanded billing guidance

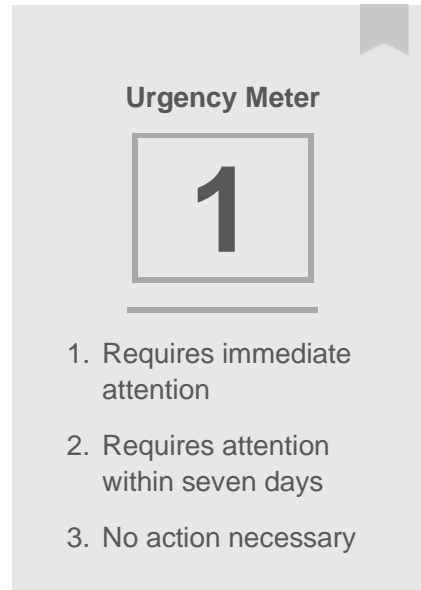
We remain grateful that providers are on the front line offering dedicated care to our customers and protecting local communities. Our goal continues to be to give you timely, clear, and pertinent information so that you can remain focused on delivering safe, efficient, and quality care.

New billing guidance for key services

With this in mind, I want to let you know that our dedicated [COVID-19 provider web page](#) was updated on April 23, 2020 to include information on key topics, including how Cigna will cover new high-throughput diagnostic laboratory tests, serology (i.e., antibody) tests, specimen collection, eConsults, and more. I encourage you to visit the page often for the latest information.

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

If you have additional questions about how Cigna is responding to COVID-19, please contact me directly anytime.



The graphic is a grey rectangular box with a white background. At the top right, there is a small grey bookmark icon. The text "Urgency Meter" is centered at the top. Below it is a square box containing the number "1". A horizontal line is positioned below the square box. At the bottom, there is a list of three items:

Urgency Meter

1

1. Requires immediate attention
2. Requires attention within seven days
3. No action necessary