

PULSE



Updates for Cigna-Participating Providers

May 22, 2020

COVID-19 UPDATE

Interim coverage guidelines extended to July 31, 2020

As the public health emergency continues, and the country slowly starts to reopen, we continue to look for ways to support our customers and the providers who are dedicating their lives to provide timely, safe care. For your tireless efforts, we [thank you](#).

Extending end dates

As previously announced, our interim coverage guidelines were set to expire on May 31, 2020. Consistent with the federal guidelines for the public health emergency – and to help ensure providers can continue to provide safe care how and where patients want it – we are extending our interim coverage guidelines to July 31, 2020.

This extension means the customer cost-share waivers for COVID-19 related care, our interim virtual care policy, and the administrative relief policy changes we have implemented over the past few months will remain in effect for an additional two months.

Additional key updates

On May 22, 2020, we updated our dedicated [COVID-19 provider web page](#) to highlight the new end date of our interim coverage guidelines and updated guidance. The guidance updates cover a number of additional key topics, including eConsults, urgent care center testing, pre-surgical testing, and more. I

Urgency Meter

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

encourage you to visit the site to get all the latest information.

Thank you again 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.

Thanks again,

Janice Patrick

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