

# YOUR FINANCIAL HEALTH IS IMPORTANT, TOO.

We will cover costs for care related to COVID-19.

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We want you to focus on fighting COVID-19 and preventing its spread – not on your medical bills. Here's what we are doing to help.

During this global health crisis, your physical and financial well-being are our top priority. That is why we are **waiving out-of-pocket costs** for the diagnosis, testing and treatment of COVID-19 until May 31, 2020.

Through Cigna's **COVID-19 Customer Protection Program**, if you receive an unexpected bill for health services related to COVID-19 – whether in- or out-of-network – Cigna will work with you every step of the way to make sure it is resolved.

Here are some tips that can help.

- **Stay in-network:** The easiest way to avoid receiving a bill for care related to COVID-19 is by using an in-network provider for in-office, urgent care center and emergency room visits, and even for virtual care.
- **If staying in-network isn't possible:** If you have to go out-of-network for COVID-19-related care and receive a bill, call Cigna and our Customer Service Advocates will contact the provider on your behalf to help correct the issue.



## Connecting you to the right care

To help make it easier to find in-network care for COVID-19 diagnosis, testing and treatment, we put together this handy guide. Download it now.

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## Cigna is here for you – 24/7

If you need assistance with a bill related to COVID-19, call Cigna at the number on the back of your ID card.

**Together, all the way.®**

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