

NEED CARE FOR COVID-19?



Cigna is here to help.

During this global health crisis, Cigna is committed to helping you and your family stay well – physically and financially. That is why out-of-pocket costs for COVID-19 diagnosis, testing and treatment are being waived.*

Using in-network providers is the easiest way to avoid surprise costs related to COVID-19. However, if you have gone out-of-network and received an unexpected bill for COVID-19 diagnosis, testing or treatment, Cigna's **COVID-19 Customer Protection Program** can help. Just call Cigna and an advocate will work with you every step of the way to make sure it is resolved.

To help you find the care you need when you need it, we have put together the following guide to Cigna COVID-19 resources and in-network providers.

Check your COVID-19 symptoms

Use the new **Buoy for Cigna Symptom Checker** to determine if you are at risk for COVID-19. If you're experiencing symptoms, we'll help guide you to next best steps for care.

[CHECK SYMPTOMS](#)

Find in-network care for COVID-19 diagnosis and treatment

Cigna is waiving out-of-pocket costs* for COVID-19 **diagnostic visits**, whether you go to a primary care provider (PCP), urgent care center or local health department, or use virtual care.

[FIND IN-NETWORK CARE](#)

Cigna is also waiving out-of-pocket costs for all COVID-19 **medical treatments** in both inpatient and outpatient settings. The treatments that Cigna will cover for the COVID-19 are those covered under Medicare or other applicable state regulations.

Connect with a virtual care provider

While a diagnosis of COVID-19 cannot be confirmed through virtual medical care, it is still the most convenient and safest way to get the medical attention you may need without leaving home. Contact your PCP for a virtual care visit, or connect with a virtual care provider on **myCigna.com**.

[CONNECT NOW](#)

Find testing for COVID-19

Cigna is waiving out-of-pocket costs for **COVID-19, FDA-approved testing**. Your health care provider will help you understand whether you need testing and where to go for testing, if appropriate. If your provider isn't aware of a convenient testing site, use our Cigna search tool.

[FIND A TESTING SITE](#)

Together, all the way.®



The Cigna COVID-19 Customer Protection Program

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.



If you have questions about a bill related to COVID-19, call the number on the back of your ID card and we'll take it from there.

For up-to-date information and resources, visit our COVID-19 Resource Center at [Cigna.com/COVID19](https://www.cigna.com/COVID19).



*This COVID-19 treatment policy applies to customers in the United States who are covered under Cigna's employer/union sponsored insured group health plans, insured plans for US based globally mobile individuals, Medicare Advantage and Individual and Family Plans (IFP). Cigna will also administer the waiver to self-insured group health plans and the company encourages widespread participation, although these plans will have an opportunity to opt-out of the waiver option. Through July 31, 2020.

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