CIGNA TELEMEDICINE GUIDELINES

Q: **Will Cigna allow in-network providers to provide virtual care?**

A: Yes. We are making it easier for customers with immunosuppression, chronic conditions, or who are experiencing transportation challenges to be treated virtually by in-network physicians who have the ability to offer virtual care. We are implementing this enhanced measure through May 31, 2020 to protect our most vulnerable customers by mitigating exposure risks and alleviating transportation barriers.

We are **also** working on a **permanent** Virtual Care Reimbursement Policy that will continue to allow providers in our network to offer virtual care after June 1, 2020. More information about this policy will be shared with providers in the coming months. In the meantime, our COVID-19 virtual care guidance will remain in effect until May 31, 2020.

Q: **How will Cigna cover virtual care for COVID-19 related services?**

Cigna will cover virtual care as follows:

- For COVID-19 related screening (i.e., quick phone or video consult):
o By contracted physician in Cigna's network: No cost-share for customer
o By virtual vendor (e.g., Amwell or MDLive): No cost-share for customer

- For non-COVID-19 related services (e.g., oncology visit, routine follow-up care):
o By contracted physician in Cigna's network: Reimbursable at standard office visit rates when billed with ICD-10 related diagnosis codes.
o By virtual vendor (e.g., Amwell or MDLive): Reimbursable at standard rates currently in place today when billed with COVID-19 related diagnosis codes

Q: **How will providers have to bill in order to get reimbursed for virtual care and to ensure COVID-19 related diagnosis care is covered at no cost to the customer?**

Providers will need to bill specific diagnosis codes to account for delivering COVID-19 and non-COVID 19 related diagnosis services virtually. We will release billing and reimbursement guidance to ensure proper coverage for virtual care next week