

Effective 3/5/2020, Cigna made the decision to cover the cost of Covid-19 Testing for all Cigna members via a preventative benefit code on all fully insured and ASO plans. ASO clients will have the option to opt-out of this coverage, however, we are moving forward assuming they would like members to have access to this benefit.

LabCorp is offering the test at \$51.31 and Quest at \$95 (Those are the respective prices an ASO client would pay if they are covering testing at 100% for their clients).

Right now, a member needs to get the prescription for the testing through their physician and take it to Quest or LabCorp (Cigna's designated labs) to have the test done.

We are recommending any members that believe they are showing symptoms (high fever, dry cough or shortness of breath) to call into our existing Telehealth or CIGNA 24 hour nurse lines to vet through questions before walking into a doctor's office (to avoid contamination of other patients/providers in these offices), so that the doctors are on alert when members are coming in for this specifically.

In addition: Cigna has opened a 24-hour telephone help line to allow employees and family members speak with qualified clinicians about how to cope with loss, anxiety, stress, or other issues related to the impact of the COVID-19. **The special toll-free number is 866.912.1687**

A blue banner with a white border at the top. The text "COVID-19" is written in large, white, sans-serif font on the left. On the right, there is a white line-art icon of three people (two adults and one child) standing together. Below the main blue area, there is a darker blue horizontal bar containing the text "We're here to help – anytime, anywhere" in white, sans-serif font.

COVID-19



We're here to help – anytime, anywhere

Cigna is closely monitoring the COVID-19 outbreak. At this time, the Centers for Disease Control and Prevention (CDC) has categorized the health risk of COVID-19 to the general American public as low.

Our top priority is to protect the health and well-being of you and your employees. To help, we are including a flyer that answers the most frequently asked questions to provide information that will help you, your employees, and their families protect themselves.

Most confirmed COVID-19 infections have reportedly had mild symptoms, but approximately 16 percent have had severe respiratory illness with symptoms including fever, cough, and shortness of breath. The most impacted include older

individuals and those with underlying medical conditions.

If an individual traveled to an area impacted by the coronavirus or exposed to someone with confirmed COVID-19 infection and feels sick or has difficulty breathing:

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If an individual traveled to an area impacted by the coronavirus or exposed to someone with confirmed COVID-19 infection and feels sick or has difficulty breathing:

- Seek care right away. Before you go to a doctor's office or emergency room, call ahead and explain your symptoms and recent travel.
- Avoid contact with others.
- Do not travel and avoid public places.

To help prevent person-to-person spreading, please keep the following in mind:

- Wash hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose, and mouth
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces

The U.S. Centers for Disease Control & Prevention (CDC) recommends avoiding non-essential travel to several countries. Before traveling, consult travel guidance from the [CDC](#).

This situation continues to change, and this may be stressful for some employees. Cigna has opened a 24-hour telephone help line, 866.912.1687, to allow your employees and their family members to speak with qualified clinicians about how to cope with anxiety, stress, or other issues related to the impact of the coronavirus.

We have put together resources, information, and helpful links on [Cigna.com](#) to keep customers up-to-date and informed.

You are encouraged to follow the guidance provided by local health authorities, the [World Health Organization](#) and [U.S. Centers for Disease Control and Prevention](#).

We're always here for you and your employees – anytime, anywhere.

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