

# 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’s why we created the COVID-19 Consumer Protection Program.**

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

As required by the CARES Act, 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](#)

## 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](#)

Together, all the way.®



## COVID-19 at-home test kit

If directed by your provider or by the Buoy for Cigna Symptom Checker, you can access testing. Your health care provider will help you determine if you need testing and, if so, where to go. You can also search online for testing sites near you.

[REQUEST A HOME TESTING KIT](#)

In addition, at-home specimen collection kits that are FDA approved (such as the Pixel by LabCorp testing kit)\*\* will be covered by Cigna when medically necessary based on a provider's guidance or your symptoms.

Cigna is waiving out-of-pocket costs for FDA-approved COVID-19 diagnostic (PCR and antigen testing) tests as required by the CARES Act.

## 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. Non-diagnostic PCR/antigen tests such as tests performed for return to work reasons or public health surveillance and antibody tests are not covered by Cigna's standard coverage, but may be covered as required by state law. Cigna is waiving out-of-pocket costs for office visits related to testing and diagnostic tests for COVID-19 as required by the CARES Act.

\*\* Results are available in 1-3 days after sample is received at lab. Must be 18 or older. Not available in Puerto Rico.

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