

Coronavirus (COVID-19) Resource Center

Cigna is committed to improving your health, well-being, and peace of mind.

Contact your Primary Care Provider (PCP)

If you think you have been exposed to COVID-19 or develop symptoms such as a fever, cough, or have difficulty breathing, call your doctor. This is especially important for older adults and people who have severe underlying chronic medical conditions like heart or lung disease, or diabetes.

Am I covered if my family or I get COVID-19?

Yes. Your plan will cover diagnosis, testing, and treatment associated with COVID-19 including:

- **COVID-19 diagnostic visits:** Cigna is waiving out-of-pocket costs for COVID-19 visits with in-network providers, whether at a provider's office, urgent care center, emergency room, or via virtual care, through May 31, 2020.
- **COVID-19 testing:** Cigna is waiving out-of-pocket costs for COVID-19 FDA-approved testing. Only a health care provider or hospital can administer the test and send the sample to an approved lab for results.
- **COVID-19 treatment:** Your plan will cover treatment associated with COVID-19 or similar diseases. Out-of-pocket costs may apply.

Will Cigna cover COVID-19 virtual care visits?

Yes. If your visit is related to screening, diagnosis, or testing for COVID-19, your out-of-pocket costs will be waived.

Cigna customers **can also receive virtual medical care not related to COVID-19** by physicians and certain providers with virtual care capabilities through May 31, 2020. Out-of-pocket costs may apply.

To schedule a virtual care appointment, **[log in to myCigna.com](https://mycigna.com)**[®] or the myCigna mobile app.

Getting Your Medications

Should I get early refills?

It's not necessary to order refills ahead of time or to stock up. We will ensure safe delivery of your medications when you need them.

Get a 90-day supply delivered to you at no additional costs: If you have Cigna pharmacy benefits, **[log in to myCigna.com](https://mycigna.com)**[®] or the myCigna[®] mobile app to get a 90-day supply of your prescription maintenance medications.

What number should I call for Home Delivery Pharmacy?

Use the following contact information to reach the home delivery pharmacy you are currently using, as part of your pharmacy benefits:

- Cigna Home Delivery Pharmacy and Express Scripts PharmacySM: **1 (800) 835-3784**
- Medicare Customers with Express Scripts PharmacySM: **1 (877) 860-0982**
- Accredo (for customers receiving specialty medications): **1 (877) 826-7657**

Pharmacists are available 24/7 to answer questions about the safety of your medications, offer counseling and support, and assist with prescription orders.

What to Do If You're Feeling Sick

What should I do if I'm experiencing symptoms or think I've been exposed to COVID-19?

Contact your PCP: If you're experiencing mild to moderate symptoms of COVID-19, such as fever, dry cough, shortness of breath, contact your Primary Care Provider (PCP). They will advise you on how best to get care, if necessary.

Where can I get tested?

Your PCP can help you understand whether you need testing and the best options for you.

Where you can get tested depends on where you live. Your doctor is the best source because they can work with the local health department and health systems.

You can also visit the CDC to find out what to do if you're feeling sick

This information and additional materials can be found in the mycigna.com website.