

COVID-19: External provider billing guidance and FAQs now available

During this time of heightened awareness of COVID-19 (i.e., novel coronavirus), we understand and appreciate that many provider groups and health care facilities across the country are looking to Cigna for guidance on how we are responding to key topics like virtual care (i.e., telehealth), customer cost share, and billing requirements related to COVID-19.

To help answer many of these questions, an external COVID-19 Interim Billing Guidance for Providers document has been posted to the CignaforHCP.com homepage, and a copy is attached. This document highlights key information providers need to know about Cigna's response to COVID-19 – including services we cover with no cost-share, how to bill for virtual care (no matter the service), and answers to some commonly asked questions. This document will continue to be updated over the next several days and weeks, so providers are encouraged to check the CignaforHCP.com site daily for the latest information.