



April 1, 2020

Medicare Advantage COVID-19 Update: 360 Comprehensive Assessment / and Telehealth - ARIZONA

Effective Immediately

Dear Provider Partner,

Cigna Medicare is committed to protecting you and your staff as you care for patients during the COVID-19 pandemic. That's why we are bringing you this update regarding changes in completing the 360 Comprehensive Assessment which is an important assessment tool in identifying and treating chronic conditions.

360 Comprehensive Assessment Exam has previously been performed in an office or in-home setting, and therefore could cause a potential health risk during the current COVID-19 epidemic. As a result, Cigna is now allowing providers to conduct 360 Comprehensive Assessment via telehealth.

This will allow you and your patients to stay safe in their own home while introducing a new source of revenue during these unpredictable times

What this means to you

- **360 Comprehensive Assessment completed via telehealth.** You must use audio and video equipment permitting two-way, real-time interactive communication between the patient and practitioner
- **Vitals section.** For 360 Comprehensive Assessment completed via telehealth, the vitals section, such as blood pressure, pulse, BMI, etc., and the physical exam section of the form, are no longer required fields
- **Reason for Visit:** Indicate reason for visit as a Telehealth 360
- **Review of Symptoms:** is still required for the Telehealth 360
- **In-person exams.** 360 Comprehensive Assessment completed in-person still require vitals and physical exam for completeness, per guidelines from the Centers for Medicare & Medicaid Services (CMS) <https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf>
- **Stay updated on our guidelines.** Please note these guidelines may change. To stay updated on rapidly changing information, please go to the Cigna Medicare Professionals website at <https://medicareproviders.cigna.com/>
- **Would you like to know more?** For more information about Cigna's response to the virus please visit <https://www.cigna.com/newsroom/news-releases/2020/cigna-covers-cost-of-coronavirus-tests-for-customers>

Thank you for your continued partnership as we battle this crisis together.

Cigna

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