



April 1, 2020

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

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 and the Health Maintenance Record (HMR) which are important assessment tools in identifying and treating chronic conditions.

360 Comprehensive Assessment Exams and HMRs have 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 Assessments and HMRs via telehealth.

What this means to you

- **360 Comprehensive Assessments/HMRs completed via telehealth.** You must use audio and video equipment permitting two-way, real-time interactive communication between the patient and practitioner
- **Arcadia.** Go here for instructions on how to complete the 360 Comprehensive Assessment on the Arcadia platform <https://www.careallies.com/static/www-careallies-com/docs/arcadia-360-user-guide.pdf>
- **Vitals section.** For 360 Comprehensive Assessments/HMRs 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
- **Customer incentive extension**-Cigna is extending customer incentives for completion of the 360 exam from May 31 to December 31, 2020.
- **In-person exams.** 360 Comprehensive Assessments/HMRs 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 pandemic together.

Cigna

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