



## MEMORANDUM

TO: Cigna Medicare Advantage Providers  
FROM: Network Operations  
RE: Disaster and Emergency Access to Providers, Services and Medication  
Date: March 9, 2020

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This memo serves to inform our Tennessee Cigna Medicare Advantage providers that due to the state of TN declaring a state of emergency in response to **severe weather**, our normal requirements are lifted for at least 30 days.

**Impacted Counties:** Benton, Davidson, Putnam, Wilson, Shelby, Knox

Since this will impact customers in the state of TN, as of **3/3/2020**:

- Authorizations and referrals are waived in full and are not required for customers in the affected counties for Medicare covered benefits and are still subject to plan limitations.
- The declaration will remain effective until further notice. If we do not receive further notification, it will end on **4/2/2020**.
- Cigna will temporarily reduce plan-approved out-of-network cost-sharing to in-network cost-sharing amounts for Medicare Advantage customers;
- Waive the 30-day notification requirement to enrollees as long as all the changes (such as reduction of cost-sharing and waiving authorization) benefit the enrollee;
- Allow Part A and Part B and supplemental Part C plan benefits to be furnished at specified non-contracted facilities (note that Part A and Part B benefits must, per 42 CFR § 422.204(b)(3), be furnished at Medicare certified facilities).
  - A physician practicing in an affected county, but treating a MAPD patient who is visiting from an unaffected county/state and unable to leave the area will not require a referral or authorization.
  - A physician practicing in an unaffected county/state, but treating an evacuated MAPD patient who resides in an affected county will not require a referral or authorization.

If you have any questions regarding the requirements, please contact the Provider Customer Service Center at 800-230-6138 for assistance.

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