



MEMORANDUM

TO: Cigna Medicare Advantage Providers

FROM: Network Operations

RE: Disaster and Emergency Access to Providers, Services and Medication

Date: March 18, 2020

This memo serves to inform our Cigna Medicare Advantage providers that due to the President of the United States declaring a National Emergency in response to the Coronavirus pandemic, our normal requirements are lifted for at least 30 days.

Since this will impact customers in all counties throughout all States where Cigna has Medicare Advantage membership, as of **03/13/2020**:

- Authorizations and referrals are waived in full, 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 expire **04/12/2020**.
- Cigna will temporarily reduce plan-approved out-of-network cost-sharing to in-network cost-sharing amounts;
- 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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