



# COVID-19

## Cigna Group Insurance updates & new FAQs

**Cigna remains positioned to help support its customers' and clients' health and well-being as the Coronavirus pandemic continues.**

As a global health service leader, we remain committed to leading at this unprecedented moment. Cigna has removed financial barriers to make it easier for medical customers to seek a **doctor's visit and diagnostic testing for COVID-19 symptoms** when they need it to help fight the rapid spread of the virus.

We are taking additional precautions to protect our employees, as well, by encouraging employees to work at home, if they are able to do so, as that will help prevent the spread of germs and ensure our workforce is as healthy as possible. We continue to focus on business continuity and providing a seamless continuum of care, no matter the situation. Your claim team will remain the same, but you may see additional claim managers assigned to your accounts in order to ensure appropriate levels of support. We're proud to say that our advance preparations have made it possible for our teams to remain strong and ready to deliver assistance when our customers need it most.

We understand how stressful the unpredictability of the current situation can be and we are committed to supporting you and addressing your concerns in a timely manner. We've updated our **Frequently Asked Questions** document with new information. In addition, we are also tracking federal and state legislation daily to determine revisions to leave and disability plans. We have developed a **reference guide** to keep you informed. As this is a rapidly changing situation, the guide will be updated regularly and we will provide updates as quickly as possible.

### **What else is Cigna doing to help?**

- › During times like these, many may experience worry that can become overwhelming. Cigna is providing resources free of charge for all customers,

clients, and communities to help manage high stress and anxiety. We've opened a **24-hour toll-free help line (1.866.912.1687)** to connect people directly with qualified clinicians who can provide support and guidance. More information is available on [Cigna.com/newsroom](https://www.cigna.com/newsroom).

- › We have put together resources, information, and helpful links on [Cigna.com](https://www.cigna.com) to keep you up-to-date and informed.
- › To help contain the spread of COVID-19 globally, the Cigna Foundation is donating \$250,000 USD to local organizations to help deliver much-needed medical supplies and insurance coverage to hospital staff and customers in Wuhan and other affected areas. The company will match an additional \$50,000 in employee contributions for a total of \$300,000 USD.

**If you have any questions, please do not hesitate to contact us at [CGIQuestions@Cigna.com](mailto:CGIQuestions@Cigna.com).**

### **Need to file a claim or leave?**

We strongly recommend that you and your employees report a leave or disability online: [www.Cigna.com/customer-forms](https://www.Cigna.com/customer-forms) or [www.mycigna.com](https://www.mycigna.com). This is the most effective means to report an event as call volume increases. Employees may also report an event by phone at [888.842.4462](tel:888.842.4462) or [866.562.8421](tel:866.562.8421) (español), 7:00 am–7:00 pm CDT.

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