

COVID-19 diagnostic test, the office visit, and telehealth services now available at no cost to the customer.

Cigna has taken further steps to help customers worried about symptoms or exposure to COVID-19 find greater peace of mind with easier access to screening, testing, telehealth services, and behavioral health support.

Effective immediately, Cigna will waive customers' out-of-pocket costs for COVID-19 testing-related visits with in-network providers, whether at a doctor's office, urgent care clinic, emergency room or via telehealth, through May 31, 2020.

Enhanced Services

Cigna is also making it easier for our participating in-network physicians with virtual care capabilities to help Cigna customers who are chronically ill or immunosuppressed to transition from in-person visits to virtual care through May 31, 2020 using the standard office visit benefit. By expanding this support, Cigna is taking enhanced measures to protect our most vulnerable patients by mitigating exposure risks and alleviating transportation barriers.

For customers with chronic health conditions worried about access to the medications they need, they can already obtain 90-day supplies with free delivery directly to their home, and have access to our pharmacists 24/7 through our [Express Scripts Pharmacy](#).

Employee Assistance Program

During times like these, many may experience feelings that can become overwhelming. That's why 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 can be found on [Cigna.com](#).

As always, for questions about benefits and coverage, customers may visit [my.cigna.com](#) or call the toll-free number on the back of their insurance card for one-on-one direct access to assistance any time day or night.

To help answer additional questions, we've updated our customer frequently asked questions.

[Answers to frequently asked customer questions](#)