

<https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html>

Cigna's response to COVID-19

Cigna Coronavirus (COVID-19) Interim Billing Guidance for Providers for Commercial Customers

Updated July 23, 2020 - Highlighted text indicates updates

As the COVID-19 pandemic continues, we appreciate that providers across the country are on the front line to offer dedicated care to our customers and help protect local communities.

We also know it's more important than ever for Cigna to be committed to our customers' health and make it as easy as possible for you to focus on delivering safe, efficient, and quality care.

To honor this commitment, Cigna **announced** that we will:

- Waive customer cost-sharing related to COVID-19 screening, testing and treatment
- Waive customer cost-sharing for telehealth screenings for COVID-19
- Make it easier for customers to be treated virtually for routine medical examinations by providers
- Provide free home delivery of up to 90-day supplies for Rx maintenance medications available through the Express Scripts Pharmacy and 24/7 access to pharmacists
- Make it easier for hospitals to transfer patients to long term acute care hospitals (LTACHs), skilled nursing facilities (SNFs), and acute rehabilitation facilities (AR) to help manage the demands of increasingly high volumes of COVID-19 patients
- Support Cigna doctors and nurse practitioners who wish to support their medical communities
- Support customers with a free, interactive, COVID-19 risk assessment tool

As federal guidelines continue to evolve in support of the COVID-19 pandemic, we are proactively extending customer cost-share waivers and other administrative benefits through at least October 31, 2020. We are also extending our interim virtual care and eConsult guidelines through at least December 31, 2020.

To further our commitment to providers, we are providing this COVID-19 billing and reimbursement guidance for commercial Cigna customers* to help ensure you can keep delivering the care you need to - in the office, at a facility, or virtually - all while getting properly reimbursed for the services you provide our customers.

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Please note that we continue to proactively gather answers to key questions you may have, and will update information on this page as it is available.

* The guidelines on this page also apply to customers with Individual and Family Plans (IFP). Additionally, on June 1, 2020, Cigna [announced](#) that Cigna Medicare Advantage and Cigna Individual and Family Plan (IFP) plans will waive customer cost-share for certain non-COVID-19 services. Cigna Medicare Advantage is extending all cost-share waivers, including those noted for non-COVID related services, through the end of 2020, while Cigna IFP will extend these non-COVID-19 cost-share waivers through October 31, 2020.

Please note that all other commercial plans (i.e., employer-sponsored plans) continue to have customer cost share for non-COVID-19 services, and cost-share waivers for COVID-19 services are currently scheduled to end at the end on October 31, 2020.

Expand/Collapse All FAQs

Interim Billing Guidelines for Coronavirus (COVID-19)

<u>Service</u>	<u>Code(s) to bill</u>	<u>Comments</u>
Virtual screening telephone consult (5-10 minutes)	G2012	<ul style="list-style-type: none"> Must be performed by a licensed provider Cost-share will be waived until October 31, 2020 Coverage applies until December 31, 2020
Virtual or face-to-face visit for screening for suspected or likely COVID-19 exposure	Usual face-to-face E/M code <ul style="list-style-type: none"> ICD10 code Z03.818 or Z20.828 Modifier CS Append with GQ, GT or 95 modifier for virtual care 	<ul style="list-style-type: none"> Cost-share will be waived only for COVID-19 related services when providers bill the appropriate ICD10 code and modifier CS Modifier CR or condition code DR can also be billed instead of CS Services not related to COVID-19 will have standard customer cost-share
Virtual or face-to-face visit for treatment of a confirmed COVID-19 case	Usual face-to-face E/M code <ul style="list-style-type: none"> ICD10 code U07.1 	<ul style="list-style-type: none"> Cost-share will be waived only when providers bill the appropriate ICD10 code (U07.1) Note that billing B97.29 will no

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	<ul style="list-style-type: none"> • Append with GQ, GT or 95 modifier for virtual care 	<p>longer waive cost-share. Effective August 1, 2020, U07.1 must be billed to waive cost-share for treatment of a confirmed COVID-19 diagnoses</p> <ul style="list-style-type: none"> • Cigna will reimburse usual face-to-face rates • Effective for dates of service on and after February 4, 2020
<p>COVID-19 laboratory testing (including antibody testing)</p>	<ul style="list-style-type: none"> • Diagnostic screening tests: U0001, U0002, U0003, U0004, 87635, 87426, 0202U, 0223U, and 0224U • Antibody tests: 86328 and 86769 	<ul style="list-style-type: none"> • See COVID-19: In Vitro Diagnostic Testing coverage policy for additional coverage details • In order to bill these codes, the test must be developed and administered in accordance with the specifications outlined by the FDA Emergency Use Authorization (EUA) or through state regulatory approval • Cigna may request the appropriate CLIA-certification or waiver as well as the manufacturer and name of the test being performed • Effective August 1, 2020, serology (i.e., antibody tests) will only be covered for individuals 21 years old or younger when used to aid in the diagnostic assessment of MIS-C. • Reimbursement at 100% of Medicare • Please see additional guidance for U0003 and U0004 in the COVID-19 Laboratory Testing Frequently Asked Questions section • Cost-share will be waived only when providers bill one of these

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		codes
Specimen collection	G2023 and G2024	<ul style="list-style-type: none"> Reimbursement at 100% of Medicare Cost-share will be waived when billed by a provider or facility only when billed without any other codes
COVID-19 related diagnostic tests (other than COVID-19 test) including, but not limited to influenza (87275, 87276, 87279, and 87804) and respiratory syncytial virus (87280, 87420, 87634, and 87807)	Usual codes <ul style="list-style-type: none"> ICD10 code Z03.818 or Z20.828 Modifier CS 	<ul style="list-style-type: none"> For other laboratory tests when COVID-19 may be suspected Cost-share will be waived only when providers bill the appropriate ICD10 code and modifier CS Modifier CR and condition code DR can also be billed instead of CS Paid per contract

<u>Service</u>	<u>Code(s) to bill</u>	<u>Comments</u>
Virtual screening telephone consult (5-10 minutes)	G2012	<ul style="list-style-type: none"> Must be performed by a licensed provider Cost-share will be waived for all services (including non COVID-19 related services) until October 31, 2020 Coverage applies until December 31, 2020
Non COVID-19 virtual visit (i.e., telehealth)	Usual face-to-face E/M code <ul style="list-style-type: none"> Append with GQ, GT or 95 modifier POS for face-to-face service normally 	<ul style="list-style-type: none"> Exception during public health emergency Cigna will reimburse usual face-to-face rates Services can be performed by phone, video, or both Standard cost-share will apply Interim guidelines apply until at least

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	billed See important notes below	December 31, 2020
Non-COVID-19 laboratory tests	Usual laboratory codes	<ul style="list-style-type: none">• Paid per contract
In-office visit not related to COVID-19	Usual face-to-face E/M codes	<ul style="list-style-type: none">• Normal cost-share will apply

[Provider Frequently Asked Questions for Coronavirus \(COVID-19\)](#)

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