

ResourcesMedical ResourcesDoing Business with CignaCigna's response to COVID-19

Cigna's response to COVID-19

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

Last updated October 5, 2023 - Highlighted text indicates updates

On September 11, six new Current Procedural Terminology (CPT®) codes related to new COVID-19 vaccine boosters became effective, and the vaccines are now available at certain pharmacies and providers. Similar to all other previously approved vaccines, these vaccines remain covered at 100 percent under the preventive benefit (same as the flu shot) when any Cigna Healthcare commercial or Medicare Advantage customer receives it from a participating provider.

Please note that all Cigna Healthcare systems have been updated to accept the new codes, and claims for the new vaccines should process and be paid at contracted rates.

As always, we remain committed to providing you with further updates as new information is available.

[Expand/Collapse All FAQs](#)

Previous updates and coverage accommodations for commercial Cigna medical services:

Interim billing guidelines for Coronavirus (COVID-19)

Provider frequently asked questions for Coronavirus (COVID-19)

Virtual Care Reimbursement Policy

Visit CignaforHCP.com/virtualcare for information about our new Virtual Care Reimbursement Policy, effective January 1, 2021.

Express Scripts discount prescription program

Introducing Parachute Rx: A program for your uninsured and unemployed patients, offering deeply discounted generic and non-generic medications.

Centers for Medicare & Medicaid Services (CMS) COVID-19 vaccine resources

[Cigna Coronavirus \(COVID-19\) Resource Center](#)

Resources to support your mental health

[Live-guided relaxation by telephone](#)

- Available for all providers at no cost
- Every Tuesday at 5:00pm ET
- Call 866.205.5379, enter passcode 113 29 178, and then press #

Pre-recorded wellness podcasts

Additional emotional support resources

Additional Resources

Cigna Medicare Advantage

Billing guidelines and telehealth

Evernorth Behavioral Health

Interim Telehealth Guidance

Cigna Dental

Interim Communication to Providers