

Updates for Cigna-Participating Providers

COVID-19

July 2022

July 1, 2022 Updates

Since the COVID-19 pandemic began, we have taken important steps to deliver timely accommodations to providers and customers, helping to ensure that customers have continued access to COVID-19 diagnostic services, testing, and treatment in safe settings.

Virtual care place of service requirements

Effective July 1, 2022, we recommend providers bill virtual care services using Place of Service (POS) 02. We recently updated our systems to ensure providers receive 100 percent of face-to-face reimbursement for covered virtual care services when using POS 02.

Additionally, when you bill POS 02, your patients may also pay a lower cost-share for the virtual services they receive due to a recent change in some plan benefits.

Please also note that we continue to request that providers do not bill POS 10 (or Modifiers 93 or FQ) for virtual care at this time. While POS 10 should not be denied nor reduce reimbursement, it will not reduce your patients' cost-share.

Interim virtual care accommodations that are now permanently covered

Throughout the pandemic, we have reimbursed certain virtual care services on an interim basis because they were not included in the list of covered services in the permanent [R31 Virtual Care Reimbursement Policy](#).

Please note that the following services and codes are now permanently covered (with customer cost-share) as part of the R31 Virtual Care Reimbursement Policy:

- Quick 5- to 10-minute telephone conversation between a provider and their patient (G2012)
- eConsults (99446-99449, 99451, and 99452)
- Virtual home health services (G0151, G0152, G0153, G0155, G0157, G0158, G0299, G0300, G0493, S9123, S9128, S9129, and S9131)

Other virtual care accommodations

Other virtual care accommodations, including reimbursing virtual care services submitted on a UB-04 claim form and reimbursing virtual preventive care services continue to be covered until further notice.

Credentialing accommodations

Please note that our ongoing accommodation to offer an expedited credentialing process will end on June 30, 2022. However, we will still consider an expedited credentialing request from a provider on a case-by-case basis beginning July 1, 2022.



Get the most up-to-date information

We updated our dedicated [COVID-19 provider web page](#) on July 1, 2022 to highlight these updates and more. You can also access the latest Cigna Medicare Advantage billing guidelines from this page. I encourage you to visit the site to get the latest information.

Thank you again for the quality care you provide and for all that you're doing to help our customers.