



Cigna Accommodations for Members in States Affected by Hurricane Florence

Purpose of this communication:

- Cigna has announced their plans to help residents of the following states prepare for Hurricane Florence by easing some health benefits plan requirements: **North Carolina, South Carolina, Virginia, and Georgia.**
- CareCentrix is working with Cigna to ensure our provider network continues to service members without disruption.
- For updated information, please check the Cigna News Room page > [News Releases](#).

What do I need to know?

- In **North Carolina, South Carolina, Virginia, and Georgia**, more flexibility will be allowed for prior authorizations, pre-certifications and referrals for medical care, and filing claims through September 25, 2018.
- If in-network services or providers are not available due to the hurricane, out-of-network services will be covered at the in-network benefit level through September 25, 2018.
- CareCentrix will continue to conduct business as usual with normal business hours and operations.
- All authorizations and payments will continue to be processed in accordance with plan guidelines, including all eligibility and benefit requirements.
- If there are any issues with providing timely care to patients, please notify CareCentrix *immediately*.

What do I need to do?

- Providers should follow their own disaster plans to ensure patients have appropriate access to medically necessary care.
- If you have been impacted by the hurricane and are unable to request prior authorization, CareCentrix will allow retro-authorizations for services requested in accordance with plan guidelines, including all eligibility and benefit requirements.
- If you require additional assistance please reach out to CareCentrix via phone at (800) 808-1902.
- If a claim has been impacted during this period, CareCentrix will work with Cigna to remediate.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned network management representative for assistance.