



## **Cigna Healthcare Resources in Response to Hurricane Milton**

For Cigna Healthcare, the safety and well-being of the people and communities we serve is our highest priority, and we are taking a number of steps to help our customers access the care they need as easily as possible.

- Cigna Healthcare is helping residents of Florida affected by Hurricane Milton by easing some health benefits plan and prescription requirements and expanding access to a toll-free help line.
- Cigna Healthcare will continue to monitor the situation and take additional steps to help our customers as needed, in concert with emergency or disaster declarations by local, state and federal authorities, to ensure customers continue to have access to pharmacy and medical care. Cigna Healthcare may extend the expiration date for these temporary measures and expand the geographic range based on the path Hurricane Milton takes and local conditions.
- For all Florida residents, Cigna Healthcare is providing access to its 24x7 telephone help line staffed with qualified clinicians available to speak with people about how to cope with anxiety, stress or other issues. People who do not have health benefits or employee assistance program benefits with Cigna Healthcare can call 1.**866.912.1687** toll-free.
- **Cigna Healthcare Disaster Resource Center**: provides a list of online resources for physical and mental self-care during challenging times. Resources available in English and Spanish.
- **Pharmacy**: Cigna Pharmacy Management will ensure customers continue to have ready access to prescription medications during this potentially difficult time, prescription refill requirements are lifted in Florida counties through December 5.
- **Urgent Care and Emergencies**: Cigna Healthcare will temporarily cover medically necessary out-of-network claims as in-network for urgent and emergency care in affected counties and temporarily remove penalties for Failure to Secure Authorization for services that require prior authorization during the state mandated emergency period.
- **Medicare Advantage and Medicare Part D**: Cigna Healthcare's Medicare Advantage health plan is lifting refill and referral requirements for Medicare Parts A, B and Supplemental C, as well as Medicare Part D, customers in the State of Florida per state and federal regulations. Additionally, if those customers require out of network services during the declaration, they will be covered as required by federal requirements.

- **24x7 Support for Customers:** For questions on pharmacy or medical care, customers may call the number on their customer ID card or call 1.800.244.6224. Smartphone users may access their ID card and other personal health benefits information through the myCigna app.

### **Emergency Preparedness Tips**

Cigna Healthcare reminds people to take important storm precautions, including:

- Print a copy of your medication history and keep it with you in a sealed plastic bag.
- If you have to evacuate, take your medication with you (as well as your medication list).
- If you're running low on medicine, call or visit your local pharmacy now and obtain an emergency supply.

\*These temporary changes to Cigna Healthcare coverage or other policies may be discontinued at any time and do not modify or supersede any contractual obligations or detailed plan documents or contracts.

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