

March 24, 2023



**IMPORTANT INFORMATION FOR CIGNA HEALTHCARE CUSTOMERS**  
**The COVID-19 Public Health Emergency is ending. Here's what you need to know.**

Dear Cigna Healthcare Customer,

It has been a privilege to serve you through the challenging days of the COVID-19 pandemic. As the federal Public Health Emergency for COVID-19 comes to an end on May 11, 2023, our commitment to your health continues. **Please read this letter for information on changes that will affect your plan as federal rules expire.**

**Starting May 12, 2023, your Cigna Healthcare plan's standard coverage will be reinstated.**

Below is a general summary of coverage changes to expect. Please go to the myCigna® website or app starting May 12, 2023 to see your plan's updated coverage information.

**Medical plan coverage**

- PCR lab testing will be covered with a cost share.
- FDA-approved antiviral treatments will have a cost share.
- COVID treatment will continue to be covered with a cost share.
- For most plans, COVID-19 vaccines will be covered at 100% under preventive care, when you go to an in-network provider. Out-of-network coverage depends on your plan.
- Over-the-counter (OTC) COVID-19 tests won't be covered. But you will be able to use funds from health savings accounts and flexible spending accounts to buy tests.

**Questions? We're here to help.**

If you have any questions please call us toll-free at the number on your Cigna ID card. Customer Service Advocates are available to help you 24/7/365. *If you have a hearing or speech impairment and use Telecommunications Relay Services (TRS) or a Text Telephone (TTY), dial 711 to connect with a TRS operator. Translation services are also available at no cost to you in over 150 languages.*

Sincerely,

Cigna Healthcare