

Cigna Helps Residents in Affected States Prepare for Hurricane Florence

BLOOMFIELD, Conn., UPDATED 13 September, 2018 - Global health service company Cigna (NYSE: CI) is helping residents of Georgia, Maryland, North Carolina, South Carolina, Virginia, Washington, D.C. and West Virginia prepare for Hurricane Florence by easing some health benefits plan requirements and expanding access to a toll-free help line.

To ensure Cigna customers continue to have ready access to prescriptions during this potentially difficult time, Cigna has lifted prescription refill requirements in all affected states through Oct. 10, 2018. Additionally, in Georgia, North Carolina, South Carolina and Virginia, more flexibility will be allowed for prior authorizations, pre-certifications and referrals for medical care, filing claims, and 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 Sept. 25.

Customers with questions on any aspect of their pharmacy or medical care may call the number on their customer ID card or call 1-800-244-6224. Customers who have a smartphone may access their ID card and other personal health benefits information through the myCigna app, which is available as a free download at the [Apple iTunes App Store](#) and the [Android Market on Google Play](#).

For all residents in affected areas, Cigna is providing access to its 24x7 telephone help line. Phone lines are staffed with qualified clinicians who are 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 can call 1-866-912-1687 toll-free. Customers who have health benefits or employee assistance program benefits with Cigna should call the telephone number on their Cigna ID card or call 1-800-244-6224.

Cigna also provides a list of online resources for physical and mental self-care during challenging times including hurricanes, which are available in English and [Spanish](#) in the [Disaster Resource Center](#) on Cigna's website.

Cigna will continue to monitor the situation and make additional accommodations as needed to ensure customers continue to have access to pharmacy and medical care.

Cigna employees contributing to relief efforts through the American Red Cross or other certified organizations will have donations matched by Cigna under the company's charitable giving program. Due to the anticipated immediate need, Cigna partner Good360 is working to deploy emergency kits packed by Cigna to those affected by Hurricane Florence. During September, Cigna is observing National Preparedness Month by partnering with [Good360](#) through a *Preparathon* where Cigna employees are collecting personal hygiene products and packing shelter kits to support displaced families during disaster.

About Cigna

Cigna Corporation (NYSE: CI) is a global health service company dedicated to helping people improve their health, well-being and sense of security. All products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Life Insurance Company of North America, Cigna Life Insurance Company of New York, or their affiliates. Such products and services include an integrated suite of health services, such as medical, dental, behavioral health, pharmacy, vision, supplemental benefits, and other related products including group life, accident and disability insurance. Cigna maintains sales capability in over 30 countries and jurisdictions, and has more than 95 million customer relationships throughout the world. To learn more about Cigna[®], including links to follow us on Facebook or Twitter, visit www.cigna.com. For more information about Cigna's proposed acquisition of Express Scripts, please visit www.advancinghealthcare.com.