**MEMORANDUM**

TO: Cigna-HealthSpring Providers

FROM: Network Operations

RE: Disaster and Emergency Access to Providers, Services and Medication

Date: September 7, 2018

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This memo serves to inform our **North Carolina** Cigna-HealthSpring providers that due to the state of **North Carolina** declaring a state of emergency for several counties in response to Hurricane Florence, our normal requirements are lifted for at least 30 days.

**Impacted Counties:** All North Carolina counties.

Since this will impact customers in counties throughout **North Carolina**, as of **September 7, 2018**:

- Authorizations and referrals are waived in full and are not required for customers in the affected counties for Medicare covered benefits and are still subject to plan limitations.
- The declaration will remain effective until further notice. If we do not receive further notification, it will expire **10/6/2018**.
- Cigna-HealthSpring will temporarily reduce plan-approved out-of-network cost-sharing to in-network cost-sharing amounts;
- Waive the 30-day notification requirement to enrollees as long as all the changes (such as reduction of cost-sharing and waiving authorization) benefit the enrollee;
- Allow Part A and Part B and supplemental Part C plan benefits to be furnished at specified non-contracted facilities (note that Part A and Part B benefits must, per 42 CFR § 422.204(b)(3), be furnished at Medicare certified facilities).
    - A physician practicing in an affected county, but treating a MAPD patient who is visiting from an unaffected county/state and unable to leave the area will not require a referral or authorization.
    - A physician practicing in an unaffected county/state, but treating an evacuated MAPD patient who resides in an affected county will not require a referral or authorization.

If you have any questions regarding the requirements, please contact the Provider Customer Service Center at 800-230-6138 for assistance.

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