

## **COVID-19 Virtual Health Care Podcast - Revised Transcript**

### **Kelly Dill**

Hello and welcome to Cigna's Podcast Series designed to help our clients understand the latest information surrounding COVID-19, and how Cigna is supporting our clients and customers during this uncertain time. My name is Kelly Dill. I'm the Chief Operating Officer for Cigna, US Commercial National Accounts, and I'm excited to moderate today's podcast.

We know many customers are concerned about going to their doctor's office in person for a visit during this social distancing period. The concern is for COVID-19-related health issues but also for other illnesses or ongoing treatment they may be having. Today we've invited Rachel Drajpuch, solutions lead for Cigna Virtual Health and Telehealth, to talk about how Cigna is helping our customers with access to health care via remote and virtual visits. Thanks for joining us, Rachel.

### **Rachel Drajpuch**

Thanks, Kelly. Appreciate the opportunity to be with you today and speak to this important topic.

### **Kelly Dill**

So, Rachel, Tell us a little bit about virtual care and when it's appropriate to use this option.

### **Rachel Drajpuch**

Many patients are confused about when it's best to use virtual. While a diagnosis of COVID-19 at this point cannot be confirmed via virtual or remote care, care teams can screen patients, assign risk, answer questions and recommend the next steps a patient should take, including healing at home in low-risk cases or referral to a hospital for higher risk patients.

### **Kelly Dill**

Okay, great. Can you share more about COVID-19 virtual care diagnosis and treatment, including what virtual care services are included?

### **Rachel Drajpuch**

Sure thing. During a virtual care visit your provider can discuss signs and symptoms of Coronavirus, as well as assess likelihood of COVID-19 based on your symptoms and other risk factors. They can advise you to self-quarantine, according to the latest CDC guidelines, pursue COVID-19 testing via in-person care settings, or go to an emergency department if symptoms are severe, and help coordinate with your local emergency department, if necessary. It's also important to remember that they can help with non-COVID-19 related issues, like diagnosing and treating more than 80 common minor medical conditions, write at 90-day prescription refills for chronic disease, and write a note excusing you from school or work for up to 14 days.

**Kelly Dill**

What if the virtual provider determines that you need to be tested for COVID-19? Can they help you get that test?

**Rachel Drajpuch**

This is where it gets more complicated and, quite honestly, more confusing and frustrating for customers. If you have a virtual visit with your regular local doctor, they may know where you can get tested and provide documentation if it's needed to get tested. But we're in a dynamic and changing environment right now. Testing centers are being set up and taken down very fast. In some places, testing is only going to be done at a local hospital. In other places, it may be in a driving facility that's been temporarily put up. There's no consistent way to know from town-to-town or city-to-city. Even your doctor may not know, and so our customers are being directed to the CDC, or sometimes to local health departments. Let's acknowledge this can be a very confusing and frustrating time.

**Kelly Dill**

Yes, you're right. The other thing I'm hearing is customers are experiencing longer wait times for virtual visits right now. There's statistics out like I recently heard from the outbreak of COVID-19. The utilization of virtual care has skyrocketed with approximately 1500 visits per day on average in the past month. Fifteen hundred is three-times higher than the average daily visits we saw in 2019.\*

**Rachel Drajpuch**

I know it's amazing. On the one hand, we're encouraged by this trend because it means people are taking the advice of the CDC to practice social distancing, and stay at home when possible. But on the other hand, wait times are increasing.

**Kelly Dill**

Thank you, Rachel, for the information you shared. And thanks to all of you who joined the podcast today. Stay tuned for our next podcast in the series. And in the meantime, please check out our Cigna COVID-19 podcast, and visit the COVID-19 Resource Center on Cigna.com for the latest information. Stay well and take care.

**Legal Lines (recorded by Dave Sweeney):**

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Cigna provides access to virtual care through national telehealth providers as part of your plan. Providers are solely responsible for any treatment provided to their patients. Video chat may not be available in all areas or with all providers. This service is separate from your health plan's network and may not be available in all areas or under all plan types. A Primary Care Provider referral is not required for this service.

In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. See your plan materials for costs and details of coverage, including other telehealth/telemedicine benefits that may be available under your specific health plan.

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**Sourcing notes (recorded by Dave Sweeney):**

\*Source: Cigna internal analysis, April 2020