



Ready When You Need Us

Cigna has put in place systems and processes to ensure our customers receive the assistance they need, when they need it.

Cigna stands ready to help our customers when they need us.

From the first signs of the COVID-19 outbreak, Cigna has been working diligently behind the scenes to support the health and well-being of our employees, clients, customers, and communities. We're proud to say that our advance preparations made it possible for Cigna's services, products, and support teams to remain strong and ready to deliver assistance when our customers need it most.

Cigna has already taken several actions to further our commitment to customers, clients, and communities to help fight the global spread of COVID-19.

- Removed financial barriers to make it easier for medical customers to seek a [doctor's visit and diagnostic testing for COVID-19 symptoms](#) when they need it
- We're providing resources free of charge for all customers, clients, and communities to help manage high stress and anxiety and opened a **24-hour toll-free help line (1-866-912-1687)**
- Established an Executive Leadership command center that meets daily for global monitoring of the situation; our corporate crisis team meets regularly as well
- Monitoring service providers, clinical vendors, and provider networks and ensuring preparedness plans are in place
- Monitoring supply chain, including pharmaceuticals, for any potential interruptions
- Considering the needs of our customers' health, both mind and body
- Communicating with our customers and clients, including content on [Cigna.com](#) that will be regularly updated
- Ensuring all of our lines of business and sites have practicable business continuity strategies in place. Our plans already included planning for a pandemic and associated strategies that can be implemented to continue operations

Together, all the way.®

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