

## MEMORANDUM

TO: Cigna-HealthSpring Providers  
FROM: Network Operations  
RE: Disaster and Emergency Access to Providers, Services and Medication  
Date: January 17, 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 the current winter weather, our normal requirements are lifted.

**Impacted Counties:** Alexander, Cabarrus, Catawba, Cleveland, Davidson, Davie, Forsyth, Gaston, Guilford, Iredell, Lincoln, Polk, Rowan, Stokes, Union, and Yadkin Counties.

Since this will impact customers in counties throughout North Carolina, as of **January 16, 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 end **1/18/2018**.
- 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.