

8/3/20



Allen Meadows, MD, FACAAI  
President, American College of Allergy, Asthma and Immunology  
85 W. Algonquin Road, Suite 550  
Arlington Heights, IL 60005

**Re: Cigna's telehealth policies**

Dear Dr. Meadows,

Thank you for contacting us. I appreciate your comments and the continued work that the American College of Allergy, Asthma and Immunology is doing to support our customers as the COVID-19 pandemic continues to spread throughout the country.

One of our goals has to been to make it as easy as possible for our customers to access timely and safe care, while ensuring that providers can continue to deliver (and be reimbursed for) necessary services in safe settings. Like you, we also have seen that many patients and providers feel that telehealth can be a preferred way to receive care. These are among the reasons why we recently **extended our interim virtual care** (i.e., telehealth) [billing guidance](#) (CignaforHCP.com > Cigna's Response to Coronavirus) **through December 31, 2020.**

As a reminder, these interim virtual care billing guidelines allow providers – including allergy, asthma, and immunology physicians – to bill a standard face-to-face visit for all appropriate virtual care services. That means if the service is on the provider's existing fee schedule, and can appropriately be performed virtually, they can deliver that service virtually and be reimbursed at face-to-face rates through December 31, 2020. With this extension of our interim virtual care billing guidelines, we continue to not make any requirements regarding the type of technology used – audio/phone only, video, FaceTime, Zoom, etc. are all appropriate to use at this time – and virtual services can be delivered to a new or established patient.

Additionally, please know that we are actively working on a future-state permanent virtual care solution that we hope will seamlessly allow all customers to continue to receive quality care in a safe, virtual setting, while ensuring that providers can be fairly reimbursed for the necessary services they deliver virtually. Additional information about this policy will be shared in the coming months.

I appreciate your willingness to further discuss the importance of virtual care and the recommendations you outlined in your letter, and will contact you if we have additional questions. Thank you again for the care that the American College of Allergy, Asthma and Immunology is providing to our customers during this challenging time.

Sincerely,

*Douglas C Leavengood*

Dr. Douglas C. Leavengood  
Cigna Medical Director  
Fellow, American College of allergy, Asthma, and Immunology