

Pipe Industry Health and Welfare Fund of Colorado

1391 Speer Boulevard, Suite 450, Denver, CO 80204
Phone: (720) 923-7791 • Toll-Free: (800) 257-2168 • Fax: (833) 263-8956
www.copipeindustryfunds.com
Administered by Pipe Industry Administration Company, LLC

March 2020

SUPPORT IN THE FIGHT AGAINST COVID-19

As information continues to unfold about the coronavirus, be assured that you can count on your Plan to provide the support and benefits that you and your family need.

No Deductible, Copays or Coinsurance for COVID-19 Testing

If you're showing symptoms or believe you have been exposed to the virus, we encourage you to take action. **Testing for COVID-19 will be covered at 100% as a preventive service. In-network office visits, urgent care, and emergency room visits associated with COVID-19 testing will also be covered at 100%. We encourage you to use Cigna Open Access Plus (OAP) providers whenever possible. However, if you are tested at a non-network emergency room, your plan will also cover that test and visit at 100%.** You will not pay a deductible, copay, or coinsurance. To find an in-network provider near you, log onto www.mycigna.com or call 800-244-6224. Out-of-network office visits and urgent care visits continue to be subject to the out of network level of benefits.

Access to Telehealth

COVID-19 test-related screenings with telehealth services will also be at no cost to you for screening of COVID-19 symptoms. During this time of National Emergency, the Trustees have also waived the copay for all telehealth services. The waiver of the \$35 copay applies to both medical and behavioral health telehealth services. To access telehealth options online, visit my.cigna.com and select the **"Connect Now"** button on the home page to talk with a doctor or nurse any time day or night. Due to an increase in calls on COVID-19, our telehealth service partners are experiencing higher than normal wait times for their consultations over the phone and video.

Connect with your Employee Assistance Program (EAP)

Situations, such as the COVID-19 outbreak can be stressful. It's normal to feel stressed because of a health crisis or traumatic event. If you need help managing life's stressors, use the Employee Assistance Program (EAP) provided through Cigna. The EAP provides up to 6 free visits per person per incident per year for professional, confidential counseling for you and your covered family members. Contact the EAP by calling 1-888-325-3978 or visit my.cigna.com.

Stay Informed to Stay Healthy

As news and advice related to COVID-19 continues to evolve, we will send updates to answer questions you may have about your health care coverage. Note that your best source for the latest information about COVID-19 is the website of the Centers for Disease Control and Prevention (CDC) www.cdc.gov/coronavirus/2019-ncov/.