

COVID-19 ADDITIONAL RESOURCES
FOR EMPLOYEES
ENROLLED IN A CITY OF DALLAS HEALTH PLAN



- **24- Hour Helpline.** Cigna has opened a 24-hour telephone help line, 866-912-1687, to allow employees and family members to speak with qualified clinicians about how to cope with anxiety, stress, or other issues related to the impact of the COVID-19.
- **Testing Co-Pay Waived.** Cigna will ensure all enrolled employees receive the care they need, including waiving co-pays and cost-shares for Coronavirus (COVID-19) testing as recommended by your health care provider are waived for all Cigna customers. [Click here for the Cigna Coronavirus Resource Center.](#)
- **Telehealth is Available.** If you traveled to an area impacted by the COVID-19 or were exposed to someone with a confirmed COVID-19 infection and feel sick or have difficulty breathing, consider telehealth medical care options. Visit mycigna.com and select the “Connect Now” button on the home page to talk with a doctor or nurse any time.
- **Avoid Non-Essential Travel.** The CDC recommends avoiding non-essential travel to several countries. Before traveling, [consult travel guidance from the CDC.](#)
- **Refill Medications.** We know that access to needed medication is important to you during the uncertainty caused by COVID-19. CVS Caremark offers you the opportunity to refill your eligible long-term maintenance medications for 90-days.
- **Relaxing Refill Restrictions.** CVS Caremark is waiving early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy.
- **Free Home Delivery from CVS Pharmacy.** CVS Pharmacy will waive charges for home delivery of all prescription medications. With the Centers for Disease Control and Prevention encouraging people at higher risk for COVID-19 complications to stay at home as much as possible, this is a convenient option to avoid coming to the pharmacy for refills or new prescriptions. [Click here to find out more about your prescription benefits.](#)