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IMPORTANT UPDATE

Cigna's Partnership with Buoy Health and Premium Grace Periods

We at Cigna Supplemental Benefits want to update you on actions we are taking to help our mutual customers during this challenging time.

Buoy Health

Cigna has partnered with [Buoy Health](#) to provide a free, web-based triage tool to help Medicare supplement customers assess their COVID-19 symptoms and risk, furthering our mission of improving the health, well-being, and peace of mind of those we serve. You can find this tool and additional resources in the [Cigna COVID-19 Resource Center](#).

To help you answer questions from your customer, you can access our [FAQs about Buoy Health](#). We will also have these available on the [AgentView home page](#).

Premium Grace Periods

Additionally, the Departments of Insurance in several states have issued guidance directing insurers to extend grace periods for customer premium payments during the COVID-19 pandemic. We will temporarily adjust our grace periods accordingly to ensure compliance with these recent directives.

We will continue our policy to pend customer claims until all premiums are paid current. We will notify affected customers directly and customers can also contact us at **866-459-4272**.

Support for You

Call our Agent Resource Center at **877.454.0923** with any questions you may have.

Your ongoing support of our mutual customers is sincerely appreciated, especially during this challenging time. Thank you for helping our customers continue to optimize their health and well-being.



Together, all the way.®

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