



November 06, 2012

## **Cigna Extends Assistance to New Jersey, New York Residents Impacted by Hurricane Sandy**

BLOOMFIELD, Conn., November 06, 2012 - Global health service company **Cigna** (NYSE:CI) is extending a number of temporary policy changes to assist people in New Jersey and New York impacted by Hurricane Sandy. These temporary policy changes, originally scheduled to expire on Sunday, Nov. 4, have been extended to run through Sunday, Nov. 11.

Retroactive to Monday, October 29, for services incurred from that date through Sunday, November 11, 2012, Cigna is:

- Allowing its New Jersey and New York customers to refill prescriptions even if it would normally be too soon for a refill
- Waiving all pre-certification, referral and hospital admission requirements
- Paying claims for out-of-network services at in-network rates
- Expanding its 24x7 telephone help line to provide personal assistance and support for all residents affected by the hurricane. Phone lines are staffed with qualified clinicians who are available to speak with people about how to cope with loss, anxiety, stress or other issues resulting from the hurricane. The help line can be reached at **866-912-1687**. Cigna also has an online resource center with additional information about disaster resources at <http://apps.cignabehavioral.com/web/basicsite/consumer/consumer.jsp>.

"Cigna remains committed to helping people get the best possible health care and stay on their medications through the aftermath of this disaster," said Susan Gaca, Cigna's chief nursing officer and director of emergency response. "We believe that extending these temporary policy changes through November 11 will make a big difference to many people in New Jersey and New York, two of the states affected most by Hurricane Sandy."

Additionally, Cigna and its employees have already committed more than \$110,000 to the American Red Cross to address Hurricane Sandy relief efforts, including an immediate \$50,000 Cigna Foundation grant and a 1:1 special match of employee gifts. As of Nov. 6, employee donations totaled more than \$31,000.

Customers with questions or concerns are encouraged to call the customer service phone number on their Cigna ID card or Cigna's nationwide customer service telephone number at 1-800-Cigna24 (1-800-244-6224). Customer service representatives are available 24 hours a day, seven days a week