



May 5, 2020

CMS Guidance for Nursing Facilities: Confirmed COVID-19 Results

Dear Valued Provider:

Based on CMS guidance among residents and staff in Nursing Facilities, NFs should notify Cigna's Service Coordination Department when a member moves or tests positive for COVID-19, in order for us to schedule a telephone outreach to the member.

Please review CMS guidance to Nursing Facilities, which can be found in this link: <https://www.cms.gov/files/document/qso-20-26-nh.pdf>

Service Coordination Department can be reached at **1-877-725-2688**, Monday to Friday, 8 a.m. to 5 p.m. Central Time.