

**Christine Cooney**  
State Government Affairs Manager, New England



Routing B6LPA  
900 Cottage Grove Road  
Bloomfield, CT 06002  
Christine.Cooney@Cigna.com

February 6, 2024

Chairwoman Lori Houghton  
House Committee on Health Care  
Via-email

Dear Chairwoman Houghton and members of the House Committee on Health Care,

In response to the committee's request, here are some thoughts from Cigna Healthcare regarding audio-only telehealth.

Since January 1, 2021, Cigna has been covering telephone-only E&M codes (99441-99443) under its Virtual Care reimbursement policy. Cigna believes that providing this coverage is critical to address healthcare disparity challenges, especially in rural and underserved areas. We have not changed coverage of telephone-only sessions following the termination of the Public Health Emergency period and we continue our commitment to support expanded access to care via telehealth and audio-only options.

I hope that this information is helpful. If you have any questions, please do not hesitate to contact me at (804.904.3473) or [Christine.Cooney@cignahealthcare.com](mailto:Christine.Cooney@cignahealthcare.com).

Sincerely,

*Christine M. Cooney*

Christine Cooney  
Cigna Healthcare, State Government Affairs Manager, New England

