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CIGNA Waiving Referral Process for Clients Exposed to COVID-19

To minimize the exposure of Government employees to COVID-19, Cigna is temporarily waiving the physician referral requirement for COVID-19 Rapid (PCR) testing through January 15, 2022.

If a Government employee with Cigna insurance has been exposed to COVID-19 or is having symptoms, they can go directly to an independent laboratory and get a COVID-19 rapid (PCR) test without a referring physician order through January 15, 2022. The rapid (PCR) test will continue to be covered without a cost to the member.

It is important to note that Cigna will generally not cover tests for asymptomatic individuals when the tests are performed for general public health surveillance, for employment purposes, or for other purposes not primarily intended for individualized diagnosis or treatment of COVID-19. The waiver also does not extend to dependents covered under the plan.

Labs available for COVID-19 testing without a PCP referral are:

St Croix

- Clinical Laboratory 340-778-5369

St. Thomas

- Community Lab 340-776-7444
- Doctors Clinical Laboratory 340-774-2760
- St. Thomas Clinical Reference Laboratory 340-693-6016

For additional questions or concerns, please email the V.I. Division of Personnel's Chief of Group Health Insurance Valerie Daley at valerie.daley@dop.vi.gov.