WELLNESS FAQ'S

Preventive care

Frequently Asked Questions: Preventive Care

Q. What is a Preventive Service?

A. Preventive services are services provided with the intent of identifying risk factors and screening for specific conditions. The goal is to prevent future health conditions. Preventive services do not include the evaluation or treatment of existing health concerns.

Q. Are vaccinations considered preventive?

A. Many vaccines are considered preventive, such as: Hepatitis A, Measles, Mumps, Rubella, Hepatitis B, Meningococcal, Herpes Zoster, Pneumococcal, Human Papillomavirus, Tetanus, Diphtheria, Pertussis, and Influenza. Check out our Preventive Care Guide for more details.

Q. I went in for my preventive visit, and I had to pay for some of the charges. Why?

A. When services are provided to evaluate and/or manage an existing condition, they are not considered preventive. As an example, if you ask your provider about your knee pain and she evaluates and prescribes medication, you might have to pay for this additional, non-preventive service. Even if you are visiting your provider for a preventive care visit, ask to be sure all services provided are considered preventive.

Q. If I go in for routine services to monitor an existing condition is this a preventive care service?

A. No, routine services to monitor diabetes, high blood pressure, high cholesterol, etc. are not considered a preventive service. You are no longer preventing a condition but managing your health.

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Q. How does Cigna Healthcare know if the services I received are preventive?

A. Each service you receive from your medical provider is submitted to Cigna with a diagnosis and procedure code. The combination of these codes show the service provided. If the service is listed as a preventive service and you use an in-network provider, you will not pay anything out-of-pocket. If the diagnosis code shows the treatment of a medical condition, then that service would be subject to your copay, deductible, or coinsurance.

Q. What if I have a family history of certain health conditions? Do I follow the guidelines in Cigna's Preventive Care Guide for when to see my Doctor?

A. No, the guidelines in Cigna's Preventive Care Guide are recommendations. It is best to follow the advice of your Doctor.

Q. If I have my annual physical done in January, how soon can I get my next physical?

A. Normally you are able to receive one preventive annual physical every 12 months. Check with your provider on the earliest they are able to schedule. It also depends on how your provider codes the visit. If an additional physical is still coded as preventive it will be covered at 100%.

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