

# Latest on COVID-19



## Latest on COVID-19, including waived testing and visit costs

*The following information is only applicable for employees with UnitedHealthcare as their health insurer.*

We're working with UnitedHealthcare to closely monitor the latest developments for COVID-19, also referred to as coronavirus. We are committed to making every effort to protect your health by keeping you safe in your home while still enabling you to get the right care. The COVID-19 situation continues to quickly evolve. For the most updated plan and benefit information, please visit [uhc.com](https://www.uhc.com)®.

UnitedHealthcare has a team of experts closely monitoring [COVID-19](#). As with any public health issue, they are working with—and following all guidance and protocols issued by—the U.S. Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS), Food

and Drug Administration (FDA), and state and local public health departments to support your needs. UnitedHealthcare is in constant communication with us for COVID-19 updates and how they impact employees like you.

## What this means for you



If you are experiencing symptoms or think you might have been exposed to COVID-19, please call your health care provider right away and ask what telehealth options they may have to meet virtually.



### **Free Access to Testing and Associated Visits**

If you meet the CDC guidelines for testing, and it's requested by your doctor, all costs for COVID-19 testing are waived. In addition, costs are waived for visits associated with COVID-19 testing, whether the care is received in a physician's office, telehealth visit, an urgent care center or an emergency department, in or out of network. If you have coverage questions on testing, testing locations, treatments or anything else, please call the number on your health plan ID card.



### **Free Access to Telehealth**

To make it easier for you to connect with health care providers from the comfort and safety of your home, there are two ways to access telehealth services:

### **Talk to a telehealth doctor for free with Virtual Visits:**

Sign in to [myuhc.com](https://myuhc.com)<sup>®</sup> or the UnitedHealthcare<sup>®</sup> app to chat with a

least 6/18/20. Virtual Visits can be used for advice and guidance about COVID-19, but cannot be used to test for or treat it.

**Talk to your health care provider about telehealth:**

Until at least 6/18/20, telehealth access is expanded in response to COVID-19 to allow faster support and to reduce exposure to the virus. Your local medical provider may be able to provide a telehealth visit through live video-conferencing. Costs for local provider telehealth visits for COVID-19 testing are waived until at least 6/18/20.



If you're an eligible UnitedHealthcare and OptumRx member who needs help obtaining an early prescription refill, you can call the customer care number located on your health plan ID card for assistance.



To get connected to professionally trained mental health experts free of charge call the number on your health plan ID card.

**For more information**

[Visit uhc.com](https://www.uhc.com)

To get updates on COVID-19 from UnitedHealthcare, select your communication preferences on [myuhc.com](https://myuhc.com).

\*Please note that hold times may be longer than normal for Virtual Visits due to high volume related to COVID-19.

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Virtual Visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations.

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