

Expanded access to care, support and resources

We are expanding your access to care, support and resources to help you navigate through this unprecedented time. We are committed to helping protect your health by enabling you to get access to the right care including from the comfort of your home.

Latest updates on COVID-19

We are waiving member cost-sharing for the **treatment** of COVID-19 through May 31, 2020 for our Medicare Advantage plans.

Cost sharing is waived for COVID-19 tests and testing related visits

If you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing, call your health care provider right away. Only health care providers can order a COVID-19 test.

We are waiving cost sharing for COVID-19 testing during this national emergency. And we are waiving cost sharing for COVID-19 testing related visits during this same time, whether the testing related visit is received in a health care provider's office, an urgent care center, and an emergency department or through a telehealth visit. This coverage applies to Medicare Advantage.

Access to telehealth

Telehealth gives you access to health care providers from the comfort of your home through digital audio-visual technologies, such as FaceTime, Skype, Zoom or dedicated telehealth applications. We expanded access to telehealth to help you stay in your home and reduce exposure to the virus.

- **24/7 Virtual Visits through designated telehealth providers:** While these visits cannot be used to test for or treat COVID-19, they can be useful in determining if you should call your local health care provider regarding COVID-19 testing. These visits are also ideal for urgent care treatment of other illnesses, like the seasonal flu, allergies, pink eye and more.

Medicare Advantage members can continue to access their existing telehealth benefit offered through one of our designated partners. To access your benefit, sign in to your health plan account.

- **Talk to your local health care providers from home:** Many medical providers can provide a telehealth visit. You can schedule telehealth visits with your health care provider for both COVID-19 and other health needs. This way, you can stay at home while still receiving the care you need.

For COVID-19 testing related visits, telehealth may be a good option.

For non-COVID-19 visits, you may be able to schedule a telehealth visit with your local health care provider. These visits can be for urgent care or routine medical care. You may also be able to leverage a telehealth visit for continued physical, occupational or speech therapies — these visits require interactive audio/video technology.

If you have a behavioral benefit, you also can continue your mental health or counseling visits from home. For these behavioral-related telehealth visits, cost sharing applies and coverage is determined by your health benefits plan. This expanded telehealth access is available until April 30, 2020.

If you need a medical visit, call your local medical provider and ask about telehealth options.

Early prescription refill

If you have prescription drug coverage or an OptumRx pharmacy benefit and need an early prescription refill, you may request one through your pharmacy. Look at your current supply of medications, as well as what you might need in the near future, to decide if you should refill early.

Pharmacy delivery is available through Optum Home Delivery by signing into your health plan account and selecting this option. Pharmacy delivery is also available through several retail pharmacies.

Additional resources for our members

- **Access your health plan account:** Sign in to your health plan account to find network health care providers, understand benefits coverage, and manage prescriptions and more.
- **Call a Health Plan advocate:** If you have health benefits questions, need help finding a health care provider or would like to talk to a nurse, call the phone number on your member ID card.
- **Get emotional support:** In a stressful time, it can be hard to cope. Talking to someone can help.
 - **Our emotional support line** is here for you to call any time at **866-342-6892**. This 24/7 Optum Help Line is staffed by professionally trained mental health experts. It is free of charge and open to anyone.
 - **On-demand emotional support** is also available to you through **Sanvello**, a free mobile app that can help you cope with stress, anxiety and depression during the COVID-19 pandemic.

The CDC remains your best resource for COVID-19

The COVID-19 situation continues to quickly evolve. Go to the CDC for the latest information on COVID-19, including how to protect yourself and what to do if you are sick.

If you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing, call your health care provider right away. Only health care providers can order a COVID-19 test.

Frequently asked questions

I'm concerned with COVID-19 and would like to move from the hospital to a different care location. Will my provider need to do special paperwork?

We are working to reduce administrative work for health care providers. Through May 31, 2020, providers will not need to do a prior authorization to move members to a different post-acute setting (i.e., long-term acute facilities, inpatient rehabilitation, skilled nursing facility or home health care). The admitting provider simply notifies us within 48 hours of the move.

I may have been exposed to COVID-19. What should I do?

Call your health care provider right away if you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing. Only health care providers can order a COVID-19 test.

You can find a network health care provider by signing in to your health plan account or by speaking with an advocate by calling the phone number on your member ID card.

Where do I get the COVID-19 test?

Only health care providers can order a COVID-19 test. Call your health care provider right away if you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing.

If your health care provider determines you should be tested for COVID-19 and orders the test, they should work with local and state health departments to coordinate testing.

For the test, a health care provider will need to collect a specimen (typically a nasal or throat swab), which should then be sent to a location approved in accordance with CDC guidelines.

Will we cover the cost of COVID-19 care?

We are waiving cost sharing for COVID-19 testing during this national emergency. And we are waiving cost sharing for COVID-19 testing related visits during this same time, whether the testing related visit is received in a health care provider's office, an urgent care center, an emergency department or through a telehealth visit. This coverage applies to Medicare Advantage plans.

Care or treatment for COVID-19 will be covered in accordance with your health benefits plan. Your deductibles, copays and coinsurance will apply.

Will drive-up testing be an option?

Local, state and federal government agencies, as well as health care providers, are working to increase access to testing, while limiting exposure among the population. This includes mobile and drive-up specimen collection locations. You will still require a medical provider order for the test, unless otherwise directed by your respective government agency.

If I have questions, can I call us?

Yes. Our advocates are here to answer your COVID-19 health benefits questions, help you find a health care provider or connect you with a nurse. Just call the phone number on your member ID card.

Disclaimer: Source: US Centers for Disease Control and Prevention (CDC).
<https://www.cdc.gov/> World Health Organization (WHO).
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>