

Latest on COVID-19



New information on COVID-19 testing and treatment cost-share,* emotional support resources and more

The following information is only applicable for employees with UnitedHealthcare Services, Inc. as their claims administrator.

In these uncertain times, we're reaching out to let you know that we are working closely with UnitedHealthcare and its response to COVID-19, also referred to as coronavirus. We want to assure you that we're committed to your well-being, and that we are here to help you protect your health by keeping you safe in your homes — while still helping you get care.

COVID-19 developments continue to evolve. For the most up-to-date plan and benefit information, please visit myuhc.com/covid.

UnitedHealthcare has a team of experts closely monitoring **COVID-19** and is in frequent communication with us on COVID-19 updates. As with most public health issues, they are working with federal, state and local public health authorities to help support you and your community.

What this means for you



Available on myuhc.com[®], a new online symptom checker, powered by Buoy Health technology, may help you assess your risk for COVID-19, with information on care options to consider, and help you determine when self-treatment may be appropriate and when you should contact a health care provider.

This tool is not a substitute for professional medical advice, diagnosis, or treatment. 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.



Access to Telehealth

To help 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 with Virtual Visits

Sign in to myuhc.com[®] or the UnitedHealthcare[®] app to speak or chat with a doctor by phone or video 24/7.** Until June 18, 2020, your cost-share (copays, deductibles, and coinsurance) is waived for Virtual Visits with providers Teladoc[®], Doctor On Demand[™] and Amwell[®]. 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

Telehealth access is expanded in response to COVID-19 to help you access the care you may need and to reduce exposure to the virus. Your local medical provider may be able to provide a telehealth visit through live audio or video-conferencing.

Through this national emergency, your cost-share (copays, deductibles, and coinsurance) is waived for COVID-19 testing-related telehealth visits (both video-conferencing and audio-only), in accordance with your benefit plan. In addition, your cost-share is waived for network telehealth visits for medical, and physical, speech and occupational therapies.



Access to Testing and Treatment Services

Your cost-share (copays, deductibles and coinsurance) is waived for approved and authorized COVID-19 testing and testing-related visits at physicians' offices, telehealth visits, urgent care centers and emergency departments through this national emergency. Testing must be provided at approved U.S. Centers for Disease Control and Prevention (CDC) locations.

Your cost-share (deductibles, copays and coinsurance) for treatment associated with a COVID-19 diagnosis is waived until May 31, 2020.

If you have coverage questions on testing, testing locations, treatment or anything else, please call the number on your health plan ID card.



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



Emotional Support Resources

Get 1 on 1 support from a behavioral health provider to help with depression, anxiety and addiction. Until June 18, 2020, your cost-share (copays, deductibles, and coinsurance) for network virtual visits and telehealth outpatient behavioral health visits is waived. This includes telehealth visits with our 7,000+ network providers, including Doctor On Demand and Amwell. Call the number on your health plan ID card or visit **www.liveandworkwell.com** to find a behavioral provider today.

For on-demand coping tools and peer support, download the Sanvello™ mobile app for 24/7 help managing stress, anxiety and depression at no additional cost.

24/7 Access to Digital Resources

With **myuhc.com** you have 24/7 access to COVID-19 resources to help you stay informed. You can check symptoms online to help you assess your risk for COVID-19 and get options to consider for care and

support, talk to a provider from your home through Virtual Visits, and locate providers and COVID-19 testing locations near you. Go to myuhc.com/covid to access your resources.

Wellness Resources

Take care of yourself and your family with help from our wellness partner, Rally®. Available anytime, anywhere at no additional cost, you'll find ideas to help you stay well and keep you busy while at home, from Real Appeal® fitness workouts to healthy recipes and tips to help manage stress. Visit www.rallyhealth.com/covid-19 to take advantage of these resources.

Support for the Community

UnitedHealthcare is accelerating \$2 billion dollars in payments to doctors and hospitals to help ease their financial stress, so they can support COVID-19 care and return to regular visits and surgeries in the future. UnitedHealth Group®, UnitedHealthcare's parent company, made a \$60 million dollar commitment, plus a pledge to match employee donations, to help support those directly impacted by this public health emergency including health care workers, hard-hit states, seniors and people experiencing food insecurity or homelessness. In addition, a UnitedHealth Group clinical study suggested that a less invasive test may be as effective in identifying COVID-19 infections, which may help reduce exposure for health care workers and improve testing efficiency across the country.

For more information and additional resources:

[Visit myuhc.com/covid](https://myuhc.com/covid)

To get updates on COVID-19 from UnitedHealthcare, select your communication preferences on myuhc.com.

*"Cost-share" is the share of costs for services covered by your health plan or health insurance that you must pay out of your own pocket in the form of copayments, coinsurance and deductibles.

Copayments: A fixed amount you pay for a covered health service, usually when you receive the service.

Deductibles: The amount you could owe during a coverage period (usually one year) for health care services your health insurance or plan covers before your health insurance or plan begins to pay.

Coinsurance: Your share of the costs of a covered health care service, calculated as a percentage of the allowed amount for the service.

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

The Sanvello Mobile Application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained in the Sanvello Mobile Application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used as a substitute for your provider's care. Please discuss with your doctor how the information provided may be right for you. Available to all UnitedHealthcare members at no additional cost as part of their benefit plan. Participation in the program is voluntary and subject to the terms of use contained in the Application. ©Optum 2019. All rights reserved.

You are receiving this email from UnitedHealthcare because you receive a service or have a health plan with us. This mailbox is used for outbound messages only. Please do not reply. When sending an email to us, do not include personal information.

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.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

Rally Health® provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.

Real Appeal is a voluntary weight loss program that is offered to eligible participants as part of their benefit plan. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. Any items/tools that are provided may be taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program.

The benefits described on this website describe federal requirements and UnitedHealthcare national policy, additional benefits may be available in some states and under some plans. The information is a summary and is subject to change.

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