

Coronavirus (COVID-19) Response by Carrier

Carrier	Carrier Details	Reference Documents	Public Announcement
Aetna	<p>Aetna will waive co-pays for all diagnostic testing related to COVID-19. This policy will cover the cost of physician-ordered testing for patients who meet CDC guidelines, which can be done in any approved laboratory location. Aetna will waive the member costs associated with diagnostic testing at any authorized location for all Commercial, Medicare and Medicaid lines of business.</p> <p>For the next 90 days, Aetna will offer zero co-pay telemedicine visits – for any reason. Through Aetna’s Healing Better program, members who are diagnosed with COVID-19 will receive a care package. Aetna will proactively reach out to members most at-risk for COVID-19.</p>	<p>COVID-19 flyer</p> <p>COVID-19 CVS</p> <p>COVID-19 FAQ</p> <p>Aetna Teladoc</p>	<p>https://bit.ly/2wDjV1U</p> <p>https://aet.na/337NvbN</p>
Anthem	<p>Anthem will cover the care for members diagnosed as having COVID-19, based on the member’s plan benefits. It’ll also cover testing for COVID-19. Members will pay any out-of-pocket expenses thier plan requires, unless otherwise determined by state law or regulation.</p> <p>Anthem also recommends members use telehealth when possible, as it can help prevent them from spreading a virus further within a physical clinical setting. Anthem’s telehealth provider, LiveHealth Online, is a safe and effective way for members to see a doctor to receive health guidance related to COVID-19 from their homes via smart phone, tablet or computer-enabled web cam.</p>	<p>COVID-19 FAQ</p> <p>COVID-19 facts</p> <p>COVID-19 member FAQ</p> <p>LiveHealth Online</p>	<p>https://bwnews.pr/3aGAQPQ</p>
Blue Shield	<p>Starting immediately, Blue Shield is waiving all cost-sharing and any prior approval for COVID-19 testing prescribed by a physician. This includes cost-sharing for hospital, urgent care, emergency room, and office visits where the visit is to screen or test for the virus. Blue Shield will also not require prior authorization for medically necessary emergency care, consistent with our current practice.</p> <p>Blue Shield of California is actively encouraging members and employees to stay home from work (or school) if they are feeling ill. Instead we suggest reaching out to their Teladoc service or to report your condition to the member’s family doctor or urgent care clinic.</p>	<p>COVID-19 FAQ</p> <p>COVID-19 Teladoc</p>	<p>https://bit.ly/39CzNjI</p>
Chinese Community Health plan		<p>CCH Teladoc</p>	<p>https://bit.ly/2TEbqN7</p>
Cigna	<p>Cigna will cover COVID-19 testing similar to a preventive benefit for fully-insured and Administrative Services Only (ASO) plans, waiving co-pays, deductibles and co-insurance for customers.</p> <p>For individuals diagnosed with COVID-19, Cigna will ensure all patients receive the care they need. To help fight the spread of COVID-19 (coronavirus disease) in the U.S. and for our globally mobile customers, Cigna will waive all co-pays or cost shares for testing prescribed by health care providers.</p>	<p>COVID-19 client letter</p> <p>COVID-19 FAQ</p> <p>Cigna Telahealth</p>	<p>https://bit.ly/335meqI</p> <p>https://bit.ly/39Cn7tc</p>

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CommunityCare Health Plan	<p>Effective immediately, CCH is waiving cost-sharing for medically necessary screening and testing for COVID-19 including, but not limited to, co-pays, deductibles, or coinsurance, including hospital (including emergency department), urgent care visits, and provider office visits, where the purpose of the visit is to be screened and/or tested for COVID-19</p> <p>In the event of containment strategies that limit a member's access via local pharmacy, CCH can help by enabling mail-order access and delivery services. Under a Federal Emergency Management Agency emergency situation, CCH will also allow early refills.</p>		https://bit.ly/38Abt00
Health Net	<p>For all members, Health Net is waiving co-pays for medically necessary screenings and tests for COVID-19.</p> <p>Prescription Information - If a member is quarantined, and needs an emergency supply of their medications, they can call Health Net at 1-800-400-8987 for assistance.</p>	<p>HN Teladoc FAQ</p> <p>HN Teladoc flyer</p>	https://bit.ly/2VZNa9A
Kaiser Permanente	<p>Kaiser Permanente is waiving member costs related to COVID-19 screening or testing.</p> <p>In the event members are diagnosed with COVID-19, additional services, including hospital admission (if applicable) will be covered and charged according to the normal plan coverage rules.</p>	<p>COVID-19 FAQ</p> <p>COVID-19 flyer</p> <p>KP Telahealth</p> <p>KP Video Visits</p>	https://k-p.li/2VXU0wv
Oscar	<p>Telemedicine is a great first option. It's offered at \$0 for most members. Oscar Concierge Team can also help members find a physician in their area.</p>	<p>Oscar Doc On Call</p> <p>Doc On Call flyer</p>	http://on.hioscar.com/3aHWe74
Sharp Health Plan	<p>Sharp Health Plan covers COVID-19 screening and/or testing when recommended by the member's health care provider as medically necessary.</p> <p>Sharp Health Plan has reduced the cost-share (or what you pay out of pocket) to \$0 for all medically necessary screening and testing for COVID-19. This includes hospital (including emergency department), urgent care, and provider office visits for the purpose of screening and/or testing for COVID-19.</p>		https://bit.ly/39Hy0da
Sutter Health Plus	<p>A member who feels ill may schedule a video visit through My Health Online, call the 24/7 Nurse Advice line at 855-836-3500, or contact their provider to discuss the most appropriate treatment options. A member who seeks medically necessary screening and testing for COVID-19, including visits to hospitals and emergency departments, urgent care centers, and provider offices, will receive the services at no out-of-pocket cost. Any member who receives a bill should contact Sutter Health Plus Member Services at 855-315-5800.</p>	<p>SHP Video Visits</p> <p>SHP Virtual PCP</p>	https://bit.ly/38ErEd4

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UnitedHealthcare	<p>UnitedHealthcare has waived all member cost sharing, including copays, coinsurance and deductibles, for COVID-19 diagnostic testing provided at approved locations in accordance with CDC guidelines for all commercial insured, Medicaid and Medicare members.</p> <p>Eligible UnitedHealthcare and OptumRx members needing help obtaining an early prescription refill can call the customer care number located on the back of their medical ID card for assistance or contact OptumRx customer service (800) 788-4863.</p> <p>Health plan members are encouraged to use UnitedHealthcare's Virtual Visit* capability, available through the UnitedHealthcare app, to help answer any general questions or concerns they might have.</p>	<p>COVID-19 FAQ</p> <p>COVID-19 Teladoc</p> <p>Teladoc FAQ</p> <p>Virtual Visits</p>	<p>https://bit.ly/333R16W</p> <p>https://bit.ly/2IwWqdg</p>
Western Health Advantage	<p>WHA is waiving all cost-sharing for medically necessary screening and testing for COVID-19. This means that all WHA members will pay \$0 for medically necessary screening and testing for COVID-19.</p>		<p>https://bit.ly/2Q25paA</p>
Zywave (GoCompass)	<p>Zywave has published three new flyers on Coronavirus.</p>	<p>Zywave employee flyer</p> <p>HR Insights</p> <p>HR Compliance Bulletin</p>	

Reference information:

For the most updated information on the coronavirus, visit [cdc.gov](https://www.cdc.gov).

KFF <https://www.kff.org/tag/coronavirus/>

CDC <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

CDI <http://www.insurance.ca.gov/0400-news/0100-press-releases/2020/release025-2020-2.cfm>

<http://www.insurance.ca.gov/0250-insurers/0300-insurers/0200-bulletins/bulletin-notices-commiss-opinion/upload/COVID-19-Screening-and-Testing.pdf>