

## THE BENEFIT

**Housing Benefits Plan (HBP) is the medical plan provided to you by your housing authority. It is directed by housing authority Executive Directors from across Southeast and Southwest NAHRO for the benefit of housing authorities.**

*Please share this with all of your HBP employees, retirees, COBRA members, and with the ED, HR, and Finance as some information may be needed by them.*

### COVID-19

UHC is working with and following the latest information issued by the CDC as well as state and local public health departments. You may visit UHC's website for more information.

Monday an email was sent to all housing authorities with the important information provided below. As additional information is provided you will be kept informed.

UnitedHealthcare will waive 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 fully insured members. Members will still be responsible for fees for office visits.

If your primary care provider or medical professional thinks you may have COVID-19, they will contact the CDC or your local public health department for steps to follow on testing. Right now, the only test available in the United States is the one supplied by the CDC and some state public health departments at no charge. The Food and Drug Administration (FDA) is expected to approve testing at designated labs around the country.

Please click on the below link for additional information.

<https://www.uhc.com/health-and-wellness/health-topics/covid-19/faq>

### Checks Sent

For those on the Value with Premier Rx plans, the drug copays were corrected in January to remove the 25% coinsurance. All of the pharmacy claims were reprocessed and members were reimbursed for any amounts they overpaid. This was completed in mid-February. Members should have received those checks by now.

### Agreements and Certifications

The SERC and SWRC packages were sent to all housing authorities early in January. The packages contained an agreement and a certification to be completed and returned. Thanks to all of the housing authorities that have returned these. If you have not submitted these forms, please do so at your earliest convenience. The information for returning the forms is included in the packet. If you have questions or need another packet please contact Matthew Kronbach at [matthew.kronbach@mercer.com](mailto:matthew.kronbach@mercer.com)

**Simply Engaged**, a United Healthcare program, rewards covered employees and their covered spouses for healthy actions. Members can earn up to \$200 in rewards each year, in the form of gift cards to numerous businesses. To start the program, members log in to [www.myuhc.com](http://www.myuhc.com) and complete the Rally health survey. Attached is a brochure explaining how the Simply Engaged program works.

**Email only**—Due to COVID-19, please only use the email address to contact Mercer/MMC enrolling and billing [cbs.hbp.billing&elegibility@mmc.com](mailto:cbs.hbp.billing&elegibility@mmc.com) Calls to the office phones cannot be monitored as the staff is working from home.

**2020 documents** including Certificates of Coverage (COCs), Benefit Summaries, and Summaries of Benefits and Coverage (SBCs) can be found on the Plan Descriptions page of the website. [www.housingbp.com](http://www.housingbp.com)

**Know before you go** - When scheduling a test or procedure inquire about the ancillary providers such as anesthesiologists and radiologists. If they are not in-network, find ones that are, even if you need to change to another in-network facility.

Need Information-HBP's website is [www.housingbp.com](http://www.housingbp.com) or contact Susan at [sstrange@oeccwildblue.com](mailto:sstrange@oeccwildblue.com) or 318-377-9268.



**March 2020**

### Social Distancing —Try Virtual Visits

Needing medical advice but wanting to avoid the doctor's office, give Virtual Visits a try. Virtual Visits offer 24/7 access to a doctor from a mobile device or computer to treat non-emergency medical conditions. To get started, go to [uhc.com/virtualvisits](http://uhc.com/virtualvisits) and choose from provider sites where you can register for a Virtual Visit. Teladoc, AmWell, and Doctor on Demand are UHC's in-network Virtual Visit providers. Virtual Visits are offered at no cost to members, when using one of these in-network providers.

In addition to online visits, telephonic visits (voice only) are available through Teladoc and AMWell only.

**Teladoc:** A member's first visit in Arkansas must be video, but visits thereafter can be phone visits. Video and phone visits are available in all other states.

The member requests a visit via [myuhc.com](http://myuhc.com), UHC mobile application, or by calling the Teladoc call center (UHC dedicated number). Member selects phone visit. Member may enter 3 numbers. The provider calls the member after having reviewed the medical history. The provider will call the primary number first. If no answer he/she will go to the next number.

**AmWell:** All visits in Arkansas, Georgia, Louisiana, Missouri, and Oklahoma must be video visits. Video and phone visits are available in all other states.

The member requests a visit via AmWell website <https://amwell.com/> or mobile application. Member selects phone visit and enters call back phone number. Member may also access a phone visit through AmWell customer support. The provider calls the member after having reviewed the medical history.