

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

For the most up-to-date plan and benefit information, please visit [myuhc.com/covid](https://myuhc.com/covid).

Available on [myuhc.com](https://myuhc.com)<sup>®</sup>, 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 or 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.

A **test site locator tool** is also available on [myuhc.com](https://myuhc.com).

### **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 2 ways to access telehealth services:

#### **Talk to a Telehealth Doctor with Virtual Visits**

Sign in to [myuhc.com](https://myuhc.com) or the UnitedHealthcare<sup>®</sup> 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<sup>®</sup>, Doctor On Demand<sup>™</sup> and Amwell<sup>®</sup>. 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, Treatment and Associated Visits**

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.

UnitedHealthcare will also waive your cost-share (deductibles, copays and coinsurance) for treatment associated with a COVID-19 diagnosis 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<sup>®</sup> 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**

UHC has a **free emotional support line** staffed by professionally trained mental health experts. The number, 1-866-342-6892, is open 24/7. It is free of charge and open to anyone.

For on-demand coping tools and peer support, download the **Sanvello<sup>™</sup> mobile app** for 24/7 help managing stress, anxiety, and depression at no additional cost. Members and non-members can access Sanvello via the Apple and Google Play stores. <https://www.sanvello.com/coronavirus-anxiety-support/>

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 behavioral health visits is waived. This includes 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](https://www.liveandworkwell.com) to find a behavioral provider today.

### **24/7 Access to Wellness Resources**

Take care of yourself and your family with help from our wellness partner, Rally<sup>®</sup>. 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<sup>®</sup> fitness workouts to healthy recipes and tips to help manage stress. Visit [www.rallyhealth.com/covid-19](https://www.rallyhealth.com/covid-19) to take advantage of these resources.