

## Important COVID-19 Insurance Information

**From:** Office of Communications and Public Information <[Office.of.Communications@alexandriava.gov](mailto:Office.of.Communications@alexandriava.gov)>

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**To:** Office of Communications and Public Information <[Office.of.Communications@alexandriava.gov](mailto:Office.of.Communications@alexandriava.gov)>

**Subject:** Important New COVID-19 Employee Benefits Information

***Please print this message and share it with staff who do not have regular email access.***

*The following message is from the Department of Human Resources:*

March 20, 2020

### **Employee Benefits Update**

Thank you for your commitment to our community during this challenging time. To help connect you with resources to help you take care of yourself and your loved ones, Human Resources has launched an internal portal outlining benefits available to City employees in light of COVID-19.

A summary of benefits is below. Please visit [alexnet.alexandriava.gov/Coronavirus](http://alexnet.alexandriava.gov/Coronavirus) to access the portal and view more details. Human Resources will continue to update the portal with the latest information about health coverage and medical benefits, as well as information about pay leave and an archive of messages to employees. Remember to also check [alexandriava.gov/Coronavirus](http://alexandriava.gov/Coronavirus) regularly for updates to the public.

### **Elimination of Cost Sharing Related to COVID-19**

Kaiser and UnitedHealthcare are eliminating financial barriers for members to ensure they receive the medically necessary services to detect and treat COVID-19. **Kaiser and UnitedHealthcare will waive cost sharing for testing, diagnosis, and testing related visits to treat COVID-19.** That means members will not be billed a copay, coinsurance, or deductible for services to test, diagnose, and testing-related visits to treat COVID-19. Note that tests cannot be obtained without a doctor's order, and you should always call ahead before visiting the doctor if you have respiratory symptoms.

Currently, UnitedHealthcare is covering tests provided at approved locations in accordance with Centers for Disease Control and Prevention (CDC) guidelines. They are waiving copays, coinsurance and deductibles for visits associated with COVID-19

whether the care is received in a health care provider's office, an urgent care center or an emergency department. Other care or treatment for COVID-19 will be covered in accordance with your health benefits plan. Your deductibles, copays and coinsurance will apply.

**Both Kaiser and UnitedHealthcare are recommending that members with respiratory illness or flu symptoms or who were exposed to someone at risk for COVID-19 coronavirus infection should NOT schedule an in-person appointment and instead schedule a video or telephone visit.**

Kaiser: Visit [www.kp.org/getcare](http://www.kp.org/getcare) or call 800.777.7904 to speak with an advice nurse for help. All Kaiser medical centers, including the Alexandria center, are open during normal operational hours, but [members experiencing the symptoms above](#) should call before going in.

UnitedHealthcare: [www.myuhc.com](http://www.myuhc.com) or call 866-734-7670

- **Schedule a free telehealth visit:** Sign in to your [health plan account](#) to access your existing telehealth benefit. UnitedHealthcare is waiving member deductibles, copays and coinsurance for telehealth visits through the designated telehealth partners.
- **Talk to your healthcare provider about telehealth:** Telehealth access is expanded in response to COVID-19 to allow faster support and to reduce exposure to the virus. Your local medical provider may be able to provide a telehealth visit through live video-conferencing. UnitedHealthcare is waiving member deductibles, copays and coinsurance for COVID-19 related visits through June 16.

Additionally, CareFirst, United Healthcare's prescription provider, is offering a one-time waiver of medication refill limits and will allow a 30-day fill for maintenance medications (consistent with a member's benefit plan). Members are encouraged to use their 90-day mail order benefits for maintenance medications. Member cost sharing will apply as normal. CareFirst will also ensure formulary flexibility if there are shortages or access issues. Members will not be liable for additional charges that stem from obtaining a non-preferred medication if the preferred medication is not available due to shortage or access issues.

If you have benefits questions or concerns, please contact Human Resources at 703.746.3777 or visit [alexandriava.gov/HR](http://alexandriava.gov/HR).

We will provide additional updates as they become available. Thank you for your patience and dedication.