COVID-19 – Response from UC Health Plans as of 4/13/2020

We Need Your Help to Keep Members Informed

Our carriers continue updating their websites and communicating with members about the latest news. Retirees are encouraged to provide their e-mail addresses and phone numbers to their medical plans because this is the fastest way to keep current. Keeping our members informed in a timely manner is important. Register and set up an account at each respective plan’s Member Portal.

For the week of April 13, 2020

Anthem Blue Cross

The UCppoplans.com website remains the central source of information for the plans administered by Anthem. All benefits updates are posted there. Here are the direct links to the six medical plans:

- UC Care: https://www.ucppoplans.com/ucc/covid-19
- UC Health Savings Plan: https://www.ucppoplans.com/hsp/covid-19
- CORE: https://www.ucppoplans.com/co/covid-19
- UC Medicare PPO: https://www.ucppoplans.com/medrx/covid-19
- UC Medicare PPO with no Rx: https://www.ucppoplans.com/mednorx/covid-19
- UC High Option Supplement to Medicare: https://www.ucppoplans.com/high/covid-19

Anthem continues to waive cost share for screening and testing related to COVID-19. However, related treatment will be subject to cost-sharing similar to non-COVID-19 conditions.

HealthEquity (Health Savings Account)

- HealthEquity’s microsite for UC members is now updated to show information from the CARES Act. Visit the microsite here: https://learn.healthequity.com/uc/hsa/
Health Net / Managed Health Network

Health Net continues to waive cost share for screening and testing related to COVID-19. However, related treatment will be subject to cost-sharing similar to non-COVID-19 conditions.

Kaiser Permanente

Kaiser continues to waive cost share for screening and testing. Additionally, cost-sharing for related treatment will be waived through May 31, 2020.

Optum Behavioral Health

No new information this week.

UnitedHealthcare (UC Medicare Choice)

Cost sharing for treatment will be waived through May 31, 2020. They will continue to waive cost share for screening and testing as well.

Virtual Visits Easily Accessible Via Member Site

On April 9, 2020, a new visual queue was added to the UHCRetiree.com member site so when members log in, they are made aware of, and can take action to have the option of a virtual visit for their care. As we mentioned in our last e-mail, starting March 31, 2020, until June 18, 2020, UnitedHealthcare will waive cost sharing for in-network, non-COVID-19 telehealth visits for its Medicare Advantage, Medicaid and fully-insured Individual and Group market health plans (for plans not already covering virtual visits at 100% in-network and out-of-network). The company previously announced the waiving of cost sharing for telehealth visits related to COVID-19 testing, in addition to the waiving of cost sharing for 24/7 Virtual Visits with preferred telehealth partners.

Fitness moves at home through SilverSneakers

The attached flyer (On Demand Flyer 2020-04-13.pdf) provides instructions for accessing on-demand fitness classes.

UnitedHealth Group Accelerates Nearly $2 Billion in Payments and Support to Health Care Providers to Help with COVID-19 Financial Challenges
UnitedHealth Group, through UnitedHealthcare and Optum, has announced it is taking steps immediately to accelerate payments and other financial support to health care providers in the U.S. to help address the short-term financial pressure caused by the COVID-19 emergency. UnitedHealth Group’s move to accelerate claim payments to medical and behavioral care providers applies to UnitedHealthcare’s fully insured commercial, Medicare Advantage (UC Medicare Choice) and Medicaid businesses.

**Frequently Asked Questions**
For answers to questions about UnitedHealthcare policy updates, please refer to their COVID-19 Frequently Asked Questions (FAQ) document.

**Via Benefits (Health Reimbursement Accounts/Medicare Coordinator Program)**

As the novel coronavirus (COVID-19) continues to spread globally, Willis Towers Watson (WTW) is continuing to monitor new developments with an impact on the Medicare Coordinator Program benefits administration.

The CARES Act includes important provisions for users of Health Reimbursement Arrangements (HRAs), specifically:

- Over-the-counter (OTC) drugs and medications not prescribed by a physician can now be reimbursed pre-tax. Menstrual care products are also now considered eligible expenses. The changes to eligible expenses are retroactive to January 1, 2020.

The HRA that accompanies the Medicare Coordinator Plan is now being administered consistent with these changes to approve all OTC medications. High level information will be provided to participants in their Spring Newsletter, sent via e-mail in late May/early June 2020.

This information is now posted on [Via Benefits microsite for UC](#).

**Additional Resources**
Simply direct members to their plan website or they can call the number(s) on the back of their ID card.
The COVID-19 situation continues to evolve quickly. Members should go to the Centers for Disease Control and Prevention for the latest information on COVID-19, including how to protect themselves and what to do if they are sick. If a member believes they have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing, they should contact their health care provider right away. Only health care providers can order a COVID-19 test.

From the Health & Welfare Medical Team:

In an environment where changes are taking place so quickly, we want to ensure that the latest news is shared as soon as it is received. Our hope is that you find these updates helpful and will continue sharing information in this format.