



At UnitedHealthcare, our top priority is the health and well-being of our health plan members and the safety of those who deliver care. UnitedHealthcare is aligned with guidance issued by the Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO) and is taking the following actions to ensure those affected by COVID-19 — including your retirees — have the support and resources they need. For updated information, please visit www.uhc.com/health-and-wellness/health-topics/covid-19

- UnitedHealthcare has waived all member cost sharing – including copays, coinsurance and deductibles – for approved diagnostic testing for COVID-19 for all commercial insured, Medicaid, and Medicare members who may be affected by COVID-19.
- UnitedHealthcare will cover a provider visit for COVID-19 in the same way that it covers other provider visits based on health benefits plan. Where available, we are encouraging a Virtual Visit with a provider. Virtual Visits are ideal for asking general questions. UnitedHealthcare offers the ease of a Virtual Visit through mobile devices, tablets or computers.
- 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. For mail-order delivery service or any other questions related to prescriptions, members are encouraged to call the pharmacy number on the back of their ID card, or speak directly to a pharmacist.
- Optum's Emotional-Support Help Line is available to support anyone who may be experiencing anxiety or stress following the recent developments around COVID-19. The free service can be reached at (866) 342-6892, 24 hours a day, seven days a week and is open to all.
- In addition to these actions, we are actively communicating with members to provide current information. For your reference, below is an email with tips and resources that was sent to your retirees who have granted UnitedHealthcare permission to communicate via email. In addition, members can find current information about their plans and coverage on UHC.com.

As information becomes available, we will continue to communicate with you and your retirees as appropriate. Thank you for your partnership as we continue to explore ways to support you and our health plan members to ensure they get the care they need.

Additional Resources:

- Members can call the Customer Care number on the back of their medical ID card. If they have misplaced their medical ID card, they can call 866-633-2446, 8 a.m. – 8 p.m. (in the local time zone), Monday through Friday.
- Because this situation continues to evolve, we encourage people to stay informed by visiting the [CDC](http://www.cdc.gov) website.

- If individuals have travel plans, be sure to check out the [CDC's travel advisories](#), including the recently released [CDC travel guidance](#) for older Americans, people with underlying health concerns and all travelers planning cruise ship travel.

Below is the email sent earlier this week to those retirees who have granted us permission to send email.

What you need to know.



The Novel Coronavirus **What you need to know.**

Stay informed.

Your health and wellbeing is our number one priority. We want to make sure you have the information and resources you need to stay safe with this new virus.

You may hear it called the novel coronavirus, or COVID-19. The Centers for Disease Control and Prevention (CDC) believe that the risk of contracting the virus is currently low for most people. Those at higher risk of illness are:

- Older adults
- People with serious health conditions such as heart disease, lung disease and diabetes

The CDC recommends that those at higher risk take steps such as stocking up on supplies, avoiding crowds and staying home as much as possible. Visit the [CDC website](#) to learn more.



How to protect yourself.

- Wash hands often with soap and water for 20 seconds.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect things you touch often.
- Cough or sneeze into a tissue and put tissue in trash.
- If possible, stay home when you feel sick.

What to do if you plan to travel.

If you or anyone you know plans to travel in the US or outside the US, please be sure to check the [CDC's latest travel advisory](#). The CDC has urged that all travelers postpone cruise ship travel at this time.

We are here for you.

As a member of UnitedHealthcare®, there will be no cost to you for the COVID-19 test. If you think you have been exposed to the virus, contact your primary care provider.

Or if you have questions, especially about where to get care or making sure you get your prescriptions if you are at risk, please call us at the Customer Service number on the back of your member ID card.

We are also offering free emotional support for those that feel extra stress or fear due to COVID-19. You can call the Emotional-Support Help Line from Optum at [1-866-342-6892](tel:1-866-342-6892), [TTY 711](tel:711), 24 hours a day, seven days a week.

For the most up to date information from UnitedHealthcare, please [visit us online](#) or visit the [CDC website](#).

