



This is an unprecedented time in our lives. UnitedHealthcare of Pennsylvania & Delaware will be doing all we can to support our members, customers, and employees. UnitedHealthcare Leadership would like to update you on some of the actions we are taking regarding COVID-19.

- To help ensure our members have access to care, on March 7th UnitedHealthcare announced that we will waive member cost sharing for approved and authorized COVID-19 testing for fully-insured commercial, All Savers, Medicaid and Medicare members.
- Similar to our fully-insured approach, a number of our self-funded customers have asked about providing coverage for COVID-19 tests without imposing cost share on their members. To support those employers during this challenging time, we intend to process covered COVID-19 testing claims without applying member cost sharing. This means the member cost share will be paid under their plan. COVID-19 testing claims will be processed with no member cost share for both fully-insured and self-funded plans.
- Self-insured customers, have the right to opt out of this change. However, we strongly encourage ASO customers support it. If they decide to opt out of this change, please contact your account representative by **March 20, 2020**.
- Finally, 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 or work with their pharmacist who can assist in obtaining an override.
- We also encourage health plan members to use UnitedHealthcare's **Virtual Visit** capability, available through the UnitedHealthcare app, to help answer any general questions or concerns.

We will be sending a letter today (3/12/20) from our UnitedHealthcare Employer and Individual CEO, Bill Golden, to our self-funded customers. This letter is meant to inform these customers of the above options. In addition, our FAQ that should help with other question you may have. Finally, our most up to date information for members will continuously be posted at <https://www.uhc.com/health-and-wellness/health-topics/covid-19>