

Coronavirus (COVID-19) Benefits from DC Health Link Insurers

This information is current as of March 12, 2020. This applies to all DC Health Link individual and small group health insurance options at all coverage levels. DC Health Link plans are continuing to update information about COVID-19 on their websites. This is not a complete list of all your benefits related to Coronavirus. Please check plan websites for additional information on plan benefits and how your benefits work.

Benefit	CareFirst website	Kaiser Permanente website	Aetna website	UnitedHealthcare website
Will my insurance pay for the COVID-19 test if my doctor recommends that I get tested?	Yes	Yes	Yes	Yes
If my doctor recommends that I get tested, is my insurance plan waiving my deductible, copay and coinsurance for the COVID-19 laboratory test?	Yes	Yes	Yes	Yes
If my doctor recommends that I get tested, is my insurance plan waiving my deductible, copay and coinsurance for the physician, urgent care, or hospital portion of the visit?	Yes	Yes	Yes	Yes
Is my insurance plan waiving prior authorization for getting a COVID-19 test if my doctor recommends that I get tested?	Yes	Yes	Yes	Call member services. Phone number on the back of your

Benefit	CareFirst website	Kaiser Permanente website	Aetna website	UnitedHealthcare website
				medical card
Is <u>treatment</u> for COVID-19 a covered benefit under my plan?	Yes Check your plan document for co-pay, coinsurance, and deductible information	Yes Check your plan document for co-pay, coinsurance, and deductible information	Yes Check your plan document for co-pay, coinsurance, and deductible information	Yes Check your plan document for co-pay, coinsurance, and deductible information
Can I get an early refill on my prescription medication even though it hasn't been 30 days from when I last filled it?	Yes Rx cost-sharing continues to apply	Yes Rx cost-sharing continues to apply	Yes Rx cost-sharing continues to apply If your prescription is delivered, the delivery charge is waived.	Yes Rx cost-sharing continues to apply Call member services. Phone number on the back of your medical card.

Benefit	CareFirst website	Kaiser Permanente website	Aetna website	UnitedHealthcare website
Is there a free nurse advice line?	Yes 24-Hour Nurse Advice Line 800-535-9700	Yes 24-Hour line and talk with a licensed care provider (nurse or doctor) 800-777-7904	Yes 1-800-556-1555 Nurse Advice Line	Yes Call member services to be directed. Phone number on the back of your medical card.
What telehealth/telemedicine services are available?	Video Visit	FREE Telephone, Video Visit , and Email with your Kaiser provider New E-visit for Coronavirus also free	FREE video-conferencing and Teladoc . [®] through June 4, 2020.	Virtual Visit FREE 24-Hour Optum's Emotional-Support Help Line COVID-19. (866) 342-6892 Emotional-Support Help Line is open to members and the public.
Are there other COVID-19 related services that are available?	Yes CareFirst website for more information	Yes Kaiser Permanente website for more information	Yes Aetna website for more information	Yes UnitedHealthcare website for more information