

Health insurers are responding to the Coronavirus threat by offering members no-cost screening and diagnostic testing.

CARRIER	ENHANCED BENEFITS ¹	RESOURCES	TELEMEDICINE
Aetna	Screening/diagnostic testing provided at no cost \$0 copay telemedicine (for next 90 days ²) Members diagnosed with COVID-19 will receive a care package with over-the-counter medications and cleaning supplies CVS Health will help Aetna members that may be experiencing anxiety related to COVID-19 by: <ul style="list-style-type: none"> • opening Crisis Response Lines • providing plan sponsors with a Resources for Living toolkit • expanding 24/7 access to the Aetna Nurse Medical Line 	Member Resources Aetna & CVS Health Plan Sponsor Email Plan Sponsor Rx Letter	Teladoc in 3 Easy Steps Teladoc Member FAQ Heal Flyer
Anthem Blue Cross	Screening/diagnostic testing provided at no cost	Member Resources Coronavirus Facts FAQ: Brokers & Employers FAQ: Members	LiveHealth Online LiveHealth Online for Kids Heal Flyer
Blue Shield of California	Screening/diagnostic testing provided at no cost	Member Resources	Teladoc Flyer Teladoc Flyer (Trio HMO) Teladoc Member Page Heal Flyer
Health Net	Screening/diagnostic testing provided at no cost	Member Resources	Teladoc Flyer Teladoc FAQ Heal Flyer
Kaiser Permanente®	Screening/diagnostic testing provided at no cost.	Member Resources Member Flyer Article: Coronavirus preparedness News Clip MEHP website	Video Visits Flyer
MediExcel Health Plan	Screening/diagnostic testing provided at no cost	MEHP website	Heal Flyer
Oscar Health	Screening/diagnostic testing provided at no cost Continuing to offer \$0 telemedicine through Doctor on Call for most members	Member Resource Center Member FAQ	Doctor on Call
Sharp Health Plan	Screening/diagnostic testing will be covered under the member's standard plan benefits	Member Resources Member FAQ	Video and Phone Visits
Sutter Health Plus	Screening/diagnostic testing provided at no cost	Member Resources	Video Visits
UnitedHealthcare	Screening/diagnostic testing provided at no cost Free Emotional-Support Help Line available for members suffering from fear or stress due to COVID-19, open 24/7	Member Resources Member FAQ Member FAQ PDF	Virtual Visits Flyer Heal Flyer
Western Health Advantage	Screening/diagnostic testing provided at no cost	Member Resources	Virtual Visits

A Nationwide Response

The American Assn. of Health Plans (AHIP) says that health insurance companies nationwide are doing the following to address the Coronavirus COVID-19:

Covering needed diagnostic testing when ordered by a physician

Taking action to ease network, referral, and prior authorization requirements and/or waive patient cost sharing

Taking action so that patients have continuous access to their regular prescription medications

Developing solutions for state and federal policymakers so that changes to preventive services, benefit design, and treatment options can help people immediately

Partnering with doctors, hospitals, and other care providers to ensure that effective treatment is available

Sharing information with clinicians, mobilizing network providers, and coordinating through care management programs

Educating members on the most effective ways to prevent the spread of this disease

Coronavirus Tips

[AHIP is encouraging the use of telehealth, at-home care, and other technology-enabled options to expand access to care and avoid potential risks of infection. Many of our carrier partners offer telemedicine as part of their plans. The CDC offers the following coronavirus fact sheets:](#)

[What you need to know about the coronavirus disease \[Chinese\] \[Spanish\]](#)

[What to do if you are sick with the coronavirus disease \[Chinese\] \[Spanish\]](#)

[Stop the spread of germs \[Chinese\] \[Spanish\]](#)

[CDC Frequently Asked Questions and Answers \[Chinese\] \[Spanish\]](#)

[CDC Symptoms of coronavirus disease \[Chinese\] \[Spanish\]](#)

[CDC Coronavirus Website](#)

[Get more information from the Office of Public Affairs](#)

¹ Screening/diagnostic testing when ordered by the physician.

² Aetna's website states a 90-day window as of March 2020, but the page is posted without a start/end date. Check with Aetna before receiving services.

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