

United Healthcare (UHC) Helping you stay informed about coronavirus (COVID-19)

Your costs are covered for COVID-19 tests:

UnitedHealthcare is waiving your costs for COVID-19 testing provided at approved locations in accordance with the U.S. Centers for Disease Control and Prevention (CDC) guidelines. This coverage applies to Medicare and Medicaid members as well as our commercial insured members. We are also supporting self-insured employer customers who chose to implement similar actions.

The CDC is your best resource for COVID-19:

The COVID-19 situation continues to quickly evolve. Go to the [CDC for the latest information on COVID-19](#), including how to protect yourself, what to do if you are sick and if you should travel.

If you think you might have been exposed to COVID-19, call your health care provider right away. UnitedHealthcare members can find a network health care provider by signing in to your [health plan account](#) or by calling us using the phone number on your member ID card.

Resources for our members:

- **Access your health plan account:** Sign in to your [health plan account](#) to find network health care providers, benefits coverage and more.
- **Request early prescription refills:** If you need help obtaining an early prescription refill, call the phone number on your UnitedHealthcare or OptumRx member ID card.
- **Talk to your health care provider about telehealth:** We expanded our telehealth access in response to COVID-19. Your local provider may be able to provide a telehealth visit, so you can get your office visit in the safety and comfort of your home. Learn more about [telehealth coverage](#).
- **Schedule a Virtual Visit:** If you receive your health plan through your employer, you may have access to a Virtual Visit, which is 24/7 virtual visit urgent care. Learn more about [Virtual Visits](#).
- **Call with COVID-19 benefits questions:** If you have health benefits questions or need help finding a health care provider, call the phone number on your UnitedHealthcare member ID card.
- **Get emotional support:** Call our emotional support line any time at [866-342-6892](#). This 24/7 Optum Help Line is staffed by professionally trained mental health experts, is free of charge and open to anyone.

Frequently asked questions:

- The CDC is the best place to go for [COVID-19 questions and information](#).
UnitedHealthcare is here to support you and respond to your health benefits needs and questions.

- I may have been exposed to COVID-19. What should I do?

Call your primary care provider right away if you believe you might have been exposed to COVID-19. UnitedHealthcare members can find a network health care provider by signing in to your [health plan account](#).

- Where do I get the COVID-19 test?

If your health care provider determines you should be tested for COVID-19 and orders the test, they should work with local and state health departments to coordinate testing. The most common place for testing is the health care provider's office or clinic. Also, several large retail outlets and drug stores will soon be offering drive-up testing in their parking lots. Your test may be sent to certain commercial labs authorized to perform the testing, a local public health laboratory, or the CDC.

- Will UnitedHealthcare cover the cost of COVID-19 care?

UnitedHealthcare is waiving your costs for COVID-19 testing provided at approved locations in accordance with the CDC guidelines. This coverage applies to Medicare and Medicaid members as well as our commercial insured members. We are also supporting self-insured employer customers who chose to implement similar actions. Any care or treatment for COVID-19 will be covered in accordance with your health benefits plan. Your deductibles, copays and coinsurance will apply.

- Will drive-up testing be an option?

As long as the testing place is at an FDA approved facility/location, it will be covered. For temporary testing locations like drive-up clinics, we are still determining how this process will work.

- What happens if I think I have COVID-19 but testing determines I don't have it? Will I then have to pay for services?

Your health care provider will direct you to an approved testing location if they believe you should be tested for COVID-19. The outcome of the test does not impact coverage.

- When should I consider telehealth?

If you believe you might have been exposed to COVID-19 or have symptoms, call your primary care provider right away. Your provider may offer a [telehealth](#) option and determine if additional testing is needed.

For non-COVID-19 services, telehealth through your local health care provider or a national [Virtual Visits](#) provider may be ideal by allowing you to stay in the safety and comfort of your home.

- If I have questions, can I call UnitedHealthcare?

Yes. We are here to answer your COVID-19 health benefits questions and help you access a network health care provider. Just call the phone number on your member ID card.