



Stay informed about COVID-19
We're here to support those we serve.

At UnitedHealthcare, we are here for you.

Your health and well-being are our No. 1 priority. That's why UnitedHealthcare[®] is expanding your access to care, support and resources to help you navigate through this unprecedented time. We are committed to making every effort to protect your health by keeping you safe in your home while still enabling you to get the right care. For the most updated and relevant plan or benefit information, please visit [uhc.com](https://www.uhc.com).

UnitedHealthcare has a team of experts closely monitoring **COVID-19**. As with any public health issue, we're working with – and following all guidance and protocols issued by – the U.S. Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS), Food and Drug Administration (FDA), and state and local public health departments to support your needs.

For the latest COVID-19 recommendations and information, visit the [CDC website](https://www.cdc.gov).

What this means for you

If you are experiencing symptoms or think you might have been exposed to COVID-19, please call your health care provider right away and ask what telehealth options they may have to meet virtually.

Free Access to Testing

If you meet the CDC guidelines, and it's requested by your doctor, we'll waive costs for COVID-19 testing. In addition, we'll waive costs for visits associated with COVID-19 testing, whether the care is received in a physician's office, telehealth visit, an urgent care center or an emergency department. If you have coverage questions on testing, testing locations, treatments or anything else, please call the number on your health plan ID card.

Free Access to Telehealth

To make it easier for you to connect with health care providers from the comfort and safety of your home, there are two ways to access telehealth services:

Talk to a telehealth doctor for free with Virtual Visits: Sign in to myuhc.com[®] or the UnitedHealthcare[®] app to chat with a doctor by phone or video 24/7*. We'll waive all costs for the next 90 days. Virtual Visits can be used for advice and guidance about COVID-19, but cannot be used to test for or treat it.

Talk to your health care provider about telehealth: For the next 90 days, telehealth access is expanded in response to COVID-19 to allow faster support and to reduce exposure to the virus. Your local medical provider may be able to provide a telehealth visit through live video-conferencing. Costs for local provider telehealth visits for COVID-19 testing are waived.

Early Medication Refills

If you're an eligible UnitedHealthcare and OptumRx member who needs help obtaining an early prescription refill, please call the number on your health plan ID card for assistance.

Emotional support

For emotional support, please call the number on your health plan ID card to reach professionally trained mental health experts, free of charge.

The COVID-19 situation continues to quickly evolve. Visit uhc.com to keep up-to-date and informed.

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* Please note that hold times may be longer than normal for Virtual Visits due to high volume related to COVID-19.

Virtual Visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations.

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