

Coronavirus Update

COVID-19 FAQ



Does UnitedHealthcare cover the test for COVID-19?

If you participate in a [GW HSP or PPO medical plan](#) the applicable copayments, coinsurance and deductibles will be waived, for approved and authorized testing of COVID-19. Testing must be provided at approved locations in accordance with U.S. Centers for Disease Control and Prevention (CDC) guidelines.

Other costs beyond the test will be covered based on medical plan benefits and applicable federal mandates. Therefore, deductibles, copayments and coinsurance would apply to care, services or supplies beyond the test itself.

UnitedHealthcare is actively working to define average cost by geographic area. Early estimates indicate the cost for the test to be approximately \$50 to \$200, similar to the cost of the flu test.

Do high-deductible plans with a Health Savings Account (HSA) cover the COVID-19 test prior to reaching a deductible?

Yes. For approved and authorized testing of COVID-19, members covered under the GW HSP will have no cost share prior to meeting their deductible. Testing must be provided at approved locations in accordance with U.S. Centers for Disease Control and Prevention (CDC) guidelines.

Other costs beyond the test will be covered based on medical plan benefits. Therefore, deductibles, copayments and coinsurance would apply to care, services or supplies beyond the test itself.

Does the provider or lab need to use a specific HCPCS code to have the COVID-19 test covered?

Yes. The new HCPCS codes to cover the test are:

- **U0001**
- **U0002**

We anticipate codes may evolve over the upcoming weeks.

Can a member self-refer for the test?

No. A member should call their primary physician right away if they believe they might have been exposed to COVID-19. The provider will have special procedures to follow. If a COVID-19 test is indicated, the provider will collect a respiratory specimen and the test will be covered. In certain situations the provider may refer a member to one of the approved testing locations and the test will be covered at no cost.

If I suspect COVID-19 symptoms, is there a Virtual Visit option for GW employees?

[Virtual Visit](#) options are available to members in the GW PPO and HSP medical plans. Virtual Visit providers **Teladoc^R**, **AmWell^R** and **Doctor On DemandTM** have developed guidelines for members who think they may have been infected by COVID-19.

We encourage GW medical plan participants to complete a medical history form before they need to use Virtual Visits. This will help expedite the process if you need to see a provider via the Virtual Visit app.

To complete a medical history form, login to myuhc.com.

- Visit myuhc.com or open the UnitedHealthcare app on your Apple or Android device.
- Login with username and password
- Select “Find Care and Costs” and choose Medical Directory
- Select “People”
- Select Virtual Visits
- Choose one of the several virtual visit provider sites. You will then be connected directly to the provider’s group site or app.
- Video chat face-to-face with a doctor in 20 minutes or less.
- Get prescriptions², if needed.

Have these three items ready to register for and complete your Virtual Visit:

- Health plan ID card
- Credit card
- Pharmacy location

A member’s [Virtual Visit](#) is a good place to discuss concerns and symptoms. Where indicated, the Virtual Visit provider may refer the member to their physician.

What is UnitedHealth Group doing to help members concerned with COVID-19, also called coronavirus?

UnitedHealthcare has a team of experts closely monitoring COVID-19, formerly known as the Novel Coronavirus or 2019-nCoV. Our top priority is the health and well-being of the people we serve. As with any public health issue, UnitedHealthcare will work with and follow 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.

KEY RESOURCES – COVID-19

- [CDC COVID-19 Site](#) – what you should know, situation updates, community impacts and resources
- [CDC Travel recommendations](#)
- [IRS Notice on High-Deductible Plans with HSA](#)

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