



March 11, 2020

Dear Customer:

Like all of you, we are concerned about the impact that COVID-19 could have on the health and well-being of the people we serve.

UnitedHealthcare has a team of experts closely monitoring [COVID-19](#) and, as with any public health issue, we are 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), state and local public health departments in supporting our members' needs.

To help ensure our members have access to care, on March 7, UnitedHealthcare announced that we will waive member cost sharing for approved and authorized COVID-19 testing for fully-insured commercial, Medicaid and Medicare members.

Similar to our fully-insured approach, a number of our self-funded customers have asked about providing coverage of the COVID-19 tests without imposing cost share on their members. To support you and your employees during this challenging time, we intend to process covered COVID-19 testing claims without applying member cost sharing. This means the member cost share will be paid under your plan. COVID-19 testing claims will be processed with no member cost share for both fully-insured and self-funded plans, effective April 1, 2020.

As a self-insured customer, you have the right to opt out of this change, however, we strongly encourage you to support it. If you decide to opt out of this change, please contact your account representative by March 20, 2020.

Finally, eligible UnitedHealthcare and OptumRx members needing help obtaining an early prescription refill can call the customer care number located on the back of their medical ID card for assistance, or work with their pharmacist, who can assist in obtaining an override. We also encourage health plan members to use telehealth capabilities, where available through your plan.

Thank you for your patience and support during this challenging time. We expect the situation will evolve rapidly, and we will continue to keep you updated as we have additional guidance and guidelines over the coming weeks and months.

Sincerely,

Scott Hogan
CEO, UMR