

COVID-19 Claims FAQ

What services are available to me if I think I might be sick or need to talk to someone?

Members who feel like they may have been exposed to COVID-19 are being advised to immediately call their provider. To find a network provider they can visit [My Account](#) or their UHCSR mobile app.

*UHCSR insureds have access at no charge, when included with their UHCSR medical plan, or at a \$40 for all other students. To find out if your plan includes this benefit or any other benefits, access your My Account and select My Benefits, then Additional Benefits.

If you need to talk to someone but aren't sick, UHCSR insureds have access to Student Assistance Program to assist telephonically including 24/7 counseling, health risks assessments, health/fitness calculators and other helpful resources. The phone number is available on your UHCSR Mobile App or your My Account.

Additional Support Line

Optum is opening its **Emotional-Support Help Line**, providing access to specially trained mental health specialists to support people who may be experiencing anxiety or stress following the recent developments around COVID-19. Optum's toll-free help line number, 866-342-6892, will be open 24 hours a day, seven days a week, for as long as necessary. The service is free of charge and open to anyone.

Will testing and physician visits be covered for COVID-19?

Yes, we will be waiving costs for COVID-19 testing provided at approved locations in accordance with the CDC guidelines. In addition, we will waive copays, coinsurance and deductibles for visits associated with COVID-19 testing, whether the care is received in a physician's office, an urgent care center or an emergency department.

Will treatment be covered for COVID-19?

Yes, as of 3/30/2020, we will be waiving member cost-sharing for the treatment of COVID-19 through May 31, 2020.

Will cost sharing be waived for Telehealth visits?

All policies that have access to HealthiestYou will continue to provide telehealth visits at no costs throughout the policy year. In addition, between 3/31/2020 and 6/18/2020, we will also be waiving cost-sharing for telehealth services by in-network providers, for both COVID-19 and non-COVID-19 telehealth visits.

Can students obtain early refills on prescriptions?

Eligible UnitedHealthcare and OptumRx members who need an early prescription refill to ensure they have sufficient medication on hand may request one through their current pharmacy. Consider your current supply, as well as near-term medication needs to determine if you should refill early.

What about services performed outside of the US, will it be covered?

Yes, the claim will be subject to policy provisions and limitations. Any policy with an exclusion for services in their home country, the exclusion will be waived for the remainder of the 19-20 policy year. If the policy includes HealthiestYou, our telehealth product, it will now allow free visits outside of the U.S. Contact the Customer Services number on your ID Card for more information.

Will the SHC referral requirement apply?

The referral provision will be waived for COVID-19 tests and/or treatment. In the event a claim is denied for no referral, it can be appealed for reconsideration.