We care about you and your family’s well-being. In response to the novel coronavirus (COVID-19) pandemic, ViVa Medicare has worked to provide members easy access to appropriate testing and health care during this difficult time. Effective Friday, March 13, 2020:

- **Testing.** 100% coverage of federally or state-approved lab testing for the coronavirus on all plans when medically appropriate. No deductible, copayment, or coinsurance will apply to the lab test or to a related in-network office visit, urgent care center visit, or emergency department visit.

- **Telehealth.** Members can have telehealth visits from any location with any in-network provider who is providing medically appropriate covered services. Members will not have a copayment for telehealth visits with their in-network provider through April 30.

- **Prescription refills.** On plans that include prescription drug coverage through ViVa Health, members can get early refills of their maintenance medications if needed. Members are encouraged to secure a 90-day supply of non-specialty maintenance medications available through most retail pharmacies. Home delivery from our mail-order pharmacy is available on all plans for most medications by contacting CVS/Caremark at 866-788-5146.

- **Treatment.** If a member tests positive for the virus, treatment will be covered just as treatment for other illnesses is covered according to the terms and member cost sharing in your benefit plan. While the lab test and telehealth visits are covered at 100% as described above, applicable cost-sharing for treatment of COVID-19 in office visits, ER visits, urgent care visits and hospital admissions will apply as they do for other illnesses.

For the most up to date information on COVID-19 developments, please visit the CDC’s [website](#).