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As concerns over the spread of the 2019 coronavirus disease (COVID-19) grow, we want to inform you of the steps VIVA HEALTH is taking to remove barriers to appropriate testing and care effective Friday, March 13, 2020:

- **Testing.** 100% coverage of FDA-approved lab testing from a participating/in-network reference lab as well as the Alabama Department of Public Health and at VIVA HEALTH approved laboratory locations in accordance with the U.S. Centers for Disease Control and Prevention (CDC) guidelines on all plans. No deductible, copayment, or coinsurance will apply to the medically necessary lab test for any VIVA HEALTH plan. For most VIVA HEALTH plans, there will also be no cost-sharing for an in-network office visit, urgent care center visit, or emergency department visit related to COVID-19 testing, although some employers may choose to apply this cost-sharing on their self-funded plans.
- **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 for the next 30 days. Some employer plans also include telehealth visits through [Teladoc](#) or other vendors. Members with this [Teladoc](#) coverage through VIVA HEALTH can also access this benefit with no copayment for the next 30 days. Members in health savings account-eligible high deductible health plans will be subject to normal cost-sharing on telehealth visits, except for visits with a COVID-19 diagnosis or another diagnosis approved by the IRS at 100%.
- **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 Express Scripts at 855-778-1485.
- **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](#).

VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-294-7780. 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-294-7780。