We care about you and your family’s well-being. In response to the novel coronavirus (COVID-19) pandemic, **ViVa Health** 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 on all **ViVa Health** plans when medically appropriate. No deductible, copayment, or coinsurance will apply to the lab test or to an in-network office visit, urgent care center visit, or emergency department visit related to COVID-19 testing.

- **Telehealth.** **ViVa Health** is waiving member cost-sharing for telehealth services from in-network providers for many Commercial members through May 31. Effective April 13, UAB health plans are covering telehealth at 100% for COVID-related visits and with applicable plan cost-sharing for all other diagnoses. 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 little or no copayment.

- **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 requires hospitalization for the treatment of COVID-19, inpatient hospital treatment will be covered at 100% on all **ViVa Health** fully-insured plans through May 31. Employers with self-funded plans administered by **ViVa Health** may still apply cost-sharing to hospital admissions. Please check with your employer or call **ViVa Health**’s Customer Service with questions. Our hours are 8 a.m. - 5 p.m., Monday - Friday.

For the most up to date information on COVID-19 developments, please visit the CDC’s [website](https://www.cdc.gov).