We care about you and your family’s well-being. In response to the COVID-19 pandemic, Viva Health has worked to provide members easy access to appropriate testing and health care during this difficult time.

• **Testing.** 100% coverage of federally or state-approved lab testing on all Viva Health plans when medically appropriate, such as when members are experiencing symptoms or have a known exposure to someone with COVID-19. 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 such COVID-19 testing. Testing for college students for a return to school/enrollment requirement or for ongoing campus surveillance is covered under a different program, not your Viva Health plan. Students attending college in Alabama can receive return to school/enrollment testing for free through the GuideSafe program, with 13 testing sites across the state. For more information, visit www.guidesafe.org. College students attending schools outside of Alabama should contact their colleges about their testing programs.

• **Telehealth.** Telehealth is covered 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 the plan’s applicable copayment.

• **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 December 31, 2020. 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.

Monoclonal antibody treatments are drug infusions used to treat COVID-19 positive individuals who are experiencing mild to moderate illness but who are at high risk for developing severe complications and/or hospitalization. As these FDA-authorized treatments become available, the federal government will pay for the drug initially and Viva Health will pay the cost of administering it, with members responsible for their normal cost-sharing.

• **Vaccine.** The COVID-19 vaccine will be covered at no cost to members when it is available. Click here for answers to important questions about the vaccine such as who can get it first and where it will be given. Vaccine information will be updated as we know more so please check back for the latest news.

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

Last Updated: 12/16/2020