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 June 30. 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 June 30. 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).