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.** 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. 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.

- **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.