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. 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](http://www.guidesafe.org). College students attending schools outside of Alabama should
contact their colleges about their testing programs.

• **Telehealth.** VIVA HEALTH is waiving member cost-sharing for telehealth services from in-network
providers for many Commercial members through September 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.

• **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 September 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](http://www.cdc.gov).

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.
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