



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. Effective January 15, 2022:

- **Testing.** 100% coverage of federally or state-approved lab testing on all VIVA HEALTH plans **except when tested for employment purposes, public health surveillance, entertainment purposes, or travel.** 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 medically appropriate COVID-19 testing when testing was the reason for the visit. Testing and any associated visits are not covered when testing was done for employment, public health surveillance, entertainment purposes or travel requirements. VIVA HEALTH members who get their insurance coverage through their employer also now have coverage of at-home COVID-19 diagnostic tests. This benefit does not apply to Medicare members. Dollar and quantity limits apply. See [our FAQ](#) specifically related to at-home COVID-19 test coverage for more information.
- **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.** Treatment for COVID-19 is covered. Members are responsible for their normal cost sharing, including for inpatient admissions. Please check with your employer or call VIVA HEALTH's Customer Service with questions about cost sharing. 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. When the federal government does not purchase the drug and Viva Health pays claims for the drug cost, members are responsible for their normal cost sharing.
- **Vaccine.** The COVID-19 vaccine and boosters are covered at no cost to members. [Click here](#) for answers to important questions about the vaccine such as who can get it and where it is being 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](#).