



For Associates and Dependents Enrolled in a UHC Medical Plan

COVID-19 FAQ

Does Brookdale cover the test for COVID-19?

Yes. As a self-funded medical plan, Brookdale has chosen to cover the COVID-19 test 100%. Other costs beyond the test will be covered based on your medical plan – deductibles, copayments and coinsurance would apply to care, services or supplies beyond the test itself.

Can I self-refer for the COVID-19 test?

No. If you believe you might have been exposed to COVID-19, you should call your primary physician right away. Providers have special procedures to follow. If a COVID-19 test is indicated, the provider will collect a respiratory sample and the test will be covered. In certain situations the provider may refer a member to one of the approved testing locations and Brookdale will cover the test at no cost to you.

Is there a Virtual Visit option?

Yes. Virtual Visits are covered as part of your UHC medical plan (deductibles, copayments and coinsurance apply). You can schedule a Virtual Visit with a provider, Teladoc, AmWell, or Doctor On Demand, who have developed guidelines for members who think they may have been infected by COVID-19. Virtual Visit is a good place to discuss concerns and symptoms. Where indicated, the Virtual Visit provider may refer you to your physician.

What is UnitedHealth Group doing to help members concerned with COVID-19?

UHC has a team of experts closely monitoring COVID-19. Their top priority is the health and well-being of the people they serve. As with any public health issue, UHC will work with and follow all guidance and protocols issued by the US Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS), Food and Drug Administration (FDA), and state and local public health departments.

Will pharmacy coverage or treatment be impacted by COVID-19?

Eligible UHC and OptumRx members who need help obtaining an early prescription refill can call the customer care number located on the back of their medical ID card for assistance or work with their pharmacist, who can assist in obtaining an override.

When will the test be covered at no cost?

Brookdale will cover the COVID-19 test at no cost. Claims processing systems will be able to accept the new codes starting on April 1, 2020, for dates of service on or after February 4, 2020.