



## National General

Carrier Responses	Resources
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### Coverage

National General will waive 100% of customers' out-of-pocket costs for COVID-19 diagnostic tests and ease access for customers seeking diagnostic testing. This waiver extends to all National General Short-term Medical customers and will be made available to employers in the National General Benefits Solutions Program.

As part of the effort regarding COVID-19 diagnostic testing, National General will:

- Waive all member cost sharing for COVID-19 diagnostic tests and related services, including office visit, emergency room, or urgent care charges. The waiver applies out-of-pocket costs, deductibles, copays, and co-insurance.
- Waive all prior authorization requirements as it relates to COVID-19 diagnostic testing.
- Allow early refills and up to a 90-day supply of a member's prescription drugs in the event of COVID-19 hardship.

Customers concerned about exposure to COVID-19 should contact their healthcare provider or state health department. National General's customer service call center is available to assist if customers have any questions about COVID-19 testing-related services.

[Frequently Asked Questions](#)