

## COVID-19 (Coronavirus) Response by Carrier Updated: 4/2/20 | 9:57 a.m. (MST)

Colorado

## **National General**

arrier Responses	Resources
overage	Frequently Asked
ational General will waive 100% of customers' out-of-pocket costs for COVID-19 diagnostic tests and ease coess for customers seeking diagnostic testing. This waiver extends to all National General Short-term Medica ustomers and will be made available to employers in the National General Benefits Solutions Program.	Questions
s part of the effort regarding COVID-19 diagnostic testing, National General will:	
<ul> <li>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.</li> </ul>	
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.	
ustomers concerned about exposure to COVID-19 should contact their healthcare provider or state health epartment. National General's customer service call center is available to assist if customers have any questio bout COVID-19 testing-related services.	ns

Warner Pacific's presentation materials and responses to your questions are intended to provide general information and assistance during this national emergency and do not constitute medical, legal or tax advice. Please contact your medical, legal and tax advisors on how to respond to each situation as appropriate.