



Aetna

Carrier Responses	Resources
<p>Coverage</p> <p>Aetna will waive copays for all diagnostic testing related to COVID-19. Aetna, a CVS Health company, will waive member cost-sharing for inpatient admissions at all in-network facilities for treatment of COVID-19 or health complications associated with COVID-19. This policy applies to all Aetna-insured commercial plan sponsors and is effective immediately for any such admission through June 1, 2020.</p> <p>Through Aetna’s Healing Better program, members who are diagnosed with COVID-19 will receive a care package containing CVS over-the-counter medications to help relieve symptoms. The package will also include personal and household cleaning supplies to help keep others in the home protected from potential exposure.</p> <p>Aetna will proactively reach out to members most at-risk for COVID-19. Care managers will walk members through what they can do to protect themselves, where to get information on the virus and where to go to get tested. CVS Health is implementing the following programs to educate members about COVID-19 and help address any associated anxiety and stress:</p> <ul style="list-style-type: none">• Opening Crisis Response Lines for all Aetna (commercial, Medicare, Medicaid) and Caremark members who may be experiencing anxiety related to COVID-19.• Expanding 24x7 access to the Aetna Nurse Medical Line for all Aetna and Caremark members.• Providing Aetna plan sponsors with a Resources for Living toolkit with materials specifically developed for members experiencing anxiety related to COVID-19. <p>Telemedicine</p> <p>Until June 4, 2020 Aetna will offer zero copay telemedicine visits — for any reason. For all Aetna plans offering Teladoc® coverage, cost sharing will be waived for all Teladoc® virtual visits. Cost sharing will also be waived for real-time virtual visits offered by in-network providers (live video-conferencing and telephone-only telemedicine services) for all Commercial plan designs. Members may use telemedicine services for any reason, not just COVID-19 diagnosis.</p> <ul style="list-style-type: none">• Includes general medical, behavioral health and dermatology visits. <p>Self-insured plan sponsors will be able to opt-out of this program at their discretion</p>	<p>Aetna What You Need to Know (COVID-19)</p> <p>Resource for Employers</p> <p>CVS Health resources</p> <p>Aetna Teladoc</p>