



Rocky Mountain Health Plans

Carrier Responses	Resources
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Coverage

RMHP will waive member cost sharing (copays, coinsurance and deductibles) for COVID-19 diagnostic testing for all RMHP members, including the costs for in-network office visits, in-network urgent care visits, and/or emergency room visits. If an in-network provider is unable to conduct testing for COVID-19, RMHP will cover testing performed by an out-of-network provider. RMHP will follow these guidelines for all members regardless of benefit plan.

RMHP will waive early refill limits on 30-day prescription maintenance medications for all Members with pharmacy benefits if they have refills remaining on file at a participating retail or mail-order pharmacy.

RMHP Members have access to a free EmotionalSupport Help Line open 24 hours a day, seven days a week. The service is free of charge and open to anyone. Professionally trained, mental health staff from Optum, a UnitedHealth Group company are available for support.

Telemedicine

RMHP encourages members to take advantage of virtual capabilities available for some plans through CareNow and Doctor on Demand. However, these services are not intended for COVID-19 testing and/or treatment.

- With Doctor on Demand, Individual and Family or Employer Group Members, connect in minutes with board-certified doctors and licensed psychiatrists over live video. Doctor on Demand is available 24/7 and at no cost for health matters related to COVID-19.
- CareNow from EasyCare Colorado is a no-cost, chat-based program that allows Members to message, send photos, or video chat with a doctor or therapist. It's available for RMHP regional organization, Prime, DSNP, and CHP+ Members. CareNow is available 24 hours a day, 7 days a week. Therapists are available Monday - Friday from 9:00 a.m. - 5:00 p.m. MDT Register for CareNow by downloading the EasyCare app from the Apple Store or Google Play Store.

[RMHP COVID-19 Resource Center](#)

[Doctor on Demand](#)

[Optum's Emotional Support Help Line](#)
866-342-6892