



UnitedHealthcare

Carrier Responses	Resources
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Coverage

UnitedHealthcare is waiving member cost-sharing for the **treatment** of COVID-19 through May 31, 2020 for its fully-insured Commercial, Medicare Advantage and Medicaid plans. We will also work with self-funded customers who want us to implement a similar approach on their behalf. This builds on the company’s previously announced efforts to waive cost-sharing for COVID-19 testing and testing-related visits, and the expansion of other member services.

Eligible UnitedHealthcare and OptumRx members needing help obtaining an early prescription refill can call the customer care number located on the back of their medical ID card for assistance, or contact OptumRx customer service (800) 788-4863.

Telemedicine

Starting March 31, 2020 until June 18, 2020, UnitedHealthcare will now also waive cost-sharing for **in-network, non-COVID-19 telehealth visits** for its Medicare Advantage, Medicaid and fully-insured Individual and Group market health plans. Again, we will work with self-funded customers who want us to implement a similar approach. The company previously announced we would waive cost-sharing for telehealth visits related to COVID-19 testing, in addition to waiving cost-sharing for 24/7 Virtual Visits with preferred telehealth partners.

Health plan members are encouraged to use UnitedHealthcare’s **Virtual Visit*** capability, available through the UnitedHealthcare app, to help answer any general questions or concerns they might have.

United Healthcare has a number of other resources such as their Emotional Support Help Line, available 24/7 at [866-342-6892](tel:866-342-6892).

Resources

[UHC COVID-19 Resource Center](#)

[UHC Frequently Asked Questions](#)

[Broker Frequently Asked Questions](#)

[Employer Frequently Asked Questions](#)

[COVID-19 Teladoc](#)

[Teladoc FAQ](#)

[Virtual Visits](#)

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