



March 9, 2020

Broker Alert

News for All Segments

AmeriHealth New Jersey responds to COVID-19 (Coronavirus)

AmeriHealth New Jersey is closely monitoring the situation with the respiratory illness caused by the new COVID-19 virus (Coronavirus). We are committed to making sure that our members can receive appropriate testing and treatment for this virus if needed.

Below are the enhancements to our fully insured plans, employer-sponsored plans and the individual and family plans available through the Affordable Care Act. Self-funded plans will be able to opt-out of this program.

Testing will be covered. During this public health crisis, AmeriHealth New Jersey will cover as a preventive service and waive cost-sharing (such as co-pays and coinsurance) for the COVID-19 test when performed at a hospital or an approved laboratory.

Telemedicine is available. To help reduce potential exposure, AmeriHealth New Jersey also encourages members to utilize telemedicine services if they are available as part of a member's plan. To encourage use of these services, AmeriHealth New Jersey will waive member co-pays where applicable for telemedicine visits for the next

90 days. To access telemedicine options, members should login to our member website at amerihealthnj.com.

Treatment will be covered. At this time, there is no specific antiviral treatment or vaccine for COVID-19. Members should receive care from their doctor to help relieve symptoms as they would other viral respiratory infections. AmeriHealth New Jersey continues to cover medically necessary health care costs to treat infectious diseases, including COVID-19, based on the terms of the member's insurance plan.

Prescriptions can be filled. AmeriHealth New Jersey has lifted prescription refill restrictions on maintenance medications, such as the "refill too soon" limit, for members in states that have declared a state of emergency because of the virus. We are carefully monitoring COVID-19 developments and will make adjustments to policies as appropriate. We recommend that members call the Pharmacy Services number on their ID cards as needed if they require additional medication refills due to a potential quarantine situation.

Business continuity planning

As part of our business-continuity planning, several AmeriHealth New Jersey associates began working from home last week to "stress-test" our technology. Due to the success of this pilot, we have decided, in an abundance of caution and to alleviate concern about the potential spread of infection, to reduce the density of associates in the building and extend the offer to work-from-home to additional areas of the company, beginning tomorrow, March 10. We are confident in our ability to maintain claims payment timeliness and call center readiness during these changes.

For more information regarding COVID-19 symptoms, preventive actions members can take, and additional resources, like the CDC's interim guide for businesses and employers and answers to frequently asked questions, please visit amerihealthnj.com. We will continue to evaluate member needs as the situation changes. We encourage you to visit amerihealthnj.com regularly for the latest news and updates. Our fully insured,

digitally engaged members will be receiving [this communication](#) about COVID-19 this week.

If you have any questions, please contact your AmeriHealth New Jersey broker representative.

amerihealthnj.com



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