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## COVID-19

# Expanded access to care, support and resources for Oxford members

We are expanding access to care, support and resources to help our Oxford members navigate through this unprecedented time. We are committed to helping protect members' health by enabling them to get access to the right care for them, including from the comfort of their homes.

This past week, we held COVID-19 briefings by webinar. We hope you and your clients were able to attend. We've also emailed information directly to those Oxford members for whom we have an email address on file. Please be familiar with the following updates, which were included in these communications.

### Updates

**Special enrollment opportunity March 23 – April 13, 2020** - To assist employees in accessing care, we are providing fully insured small business and key accounts clients with a *Special COVID-19 Enrollment Opportunity* to enroll employees who did not previously enroll in coverage. Make eligible employees who previously did not elect coverage for themselves (spouses, children) or waived coverage aware of this opportunity.

**Cost sharing waived for COVID-19 tests and treatment** - We are waiving member cost sharing for COVID-19 testing and treatment through **May 31, 2020**, for our fully insured members whether the treatment is received in a health care provider's office, an urgent care center, an emergency department or through a telehealth visit.

**Expanded telehealth access** - To make it easier for members to connect with a health care provider from the comfort and safety of their homes, we are expanding access to telehealth services. There are two ways to access these services:

- **Talk to your health care provider about telehealth**

All eligible in-network medical providers who have the ability and want to connect with their patient through audio devices or live video-conferencing can do so. We will waive member cost sharing for in-network telehealth visits, including COVID-19 related visits, through **June 18, 2020**.<sup>\*</sup> Telehealth visits may include:

- Urgent and routine medical care: Providers can use both interactive audio/video and audio-only.
- Outpatient behavioral care: Providers can use both interactive audio/video and audio-only.
- Physical, occupational and speech therapies: Providers must use interactive audio/video technology.

- **Talk to a telehealth provider through a virtual doctor visit**

Members can sign in to the Oxford member website address shown on their health plan ID card or our mobile app to access the telehealth benefit through one of our designated providers and chat with a doctor by phone or video 24/7. A virtual doctor visit can be used for advice and guidance about COVID-19, but cannot be used to test for or treat it. These providers also can assist with other urgent care needs for other illnesses, such as the seasonal flu, allergies, pink eye and more. Hold times may be longer than normal for visits due to high volume for COVID-19 care. We will waive member cost sharing through **June 18, 2020** for members with a telehealth benefit through their employer-sponsored plan.<sup>\*</sup>

**Early medication refills** - Eligible Oxford members with pharmacy benefits (OptumRx), who need help obtaining an early prescription refill, can call the number on their health plan ID card for help. Pharmacy delivery is available through Optum Home Delivery by signing into their health plan account and selecting this option. Pharmacy delivery is also available through several retail pharmacies.

**Member services** - Our Member services team is ready to address the questions and concerns that members may have about COVID-19 and connect them to appropriate resources. Members need only to call the number on their health plan ID cards.

**Emotional support** - Oxford members can call our emotional support line directly at 1-866-342-6892 or the number on their health plan ID card to reach professionally trained mental health experts 24/7, free of charge.

Additionally, Sanvello Health, a UnitedHealth Group company, is a leading tele-mental health provider that offers a mobile app with specialized techniques,

coping tools and peer support at no additional cost to an Oxford member impacted by COVID-19 for possible stress, anxiety and depression. This offer is available immediately at [sanvello.com](https://sanvello.com).

**Member website resources** - Remind members to sign in to their health plan account to find network health care providers, understand benefits coverage, manage prescriptions and more. We also encourage them to register on the member website and mobile app so we can capture their contact information and distribute information.

### **More information**

Together, UnitedHealth Group, UnitedHealthcare, Optum and Oxford are leveraging the assets of the entire organization to help support you, your clients and their employees during this time. We're closely monitoring current and emerging federal and state actions, and we're bringing the full capabilities of our organization to answer your questions, offer insights and develop strategies that will help us manage through these challenging times together.

In the coming days, we will look for additional opportunities to communicate virtually and by email regarding COVID-19, as well as everyday business matters, in our continuing efforts to help keep you informed.

More information can be found on our Oxford Broker, Employer and Member websites, as well as on our UnitedHealthcare affiliate website, [uhc.com](https://uhc.com).\*\* Go to the Centers for Disease and Control and Prevention ([CDC](https://www.cdc.gov)) website for the latest information on COVID-19.

Please contact your Oxford sales representative or call our Client Services team at 1-888-201-4216 with questions.

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\*For members in CT, COVID-19 related telehealth services must be at an in-network (participating) provider to be fully covered.

For members in NJ, any telehealth services must be at an in-network provider to be fully covered, unless an exception is granted. Telehealth may be used for the diagnosis, treatment, ordering of tests, and prescribing for all conditions. There is no cost-sharing on any health care services or supplies delivered or obtained via telemedicine or telehealth in NJ during the state of emergency.

For members in NY, any telehealth services with a participating provider that would be covered if provided in person, according to your plan benefits, are fully covered.

Members should call the number on their health plan ID cards to find their nearest network provider or use the provider search function of the member website.

\*\* The benefits described on this website describe federal requirements and UnitedHealthcare national policy, additional benefits may be available in some states and under some plans.

The Sanvello Mobile Application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained in the Sanvello Mobile Application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used as a substitute for your provider's care. Please discuss with your doctor how the information provided may be right for you. Participation in the program is voluntary and subject to the terms of use contained in the Application. © Optum 2019. All rights reserved.

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