

BROKER Connection

*Special
Edition*

October 17, 2014

UnitedHealthcare Responds to Ebola Concerns

As you may have heard from recent news reports, the U.S. Centers for Disease Control and Prevention (CDC) recently confirmed the first two cases of Ebola Virus Disease (Ebola), diagnosed at a hospital in Dallas, Texas.

The health and wellbeing of our members is a top priority. In addition, the safety of those who deliver care - physicians, clinicians and nurses - are also a key concern.

UnitedHealthcare's clinical leadership is engaged with key health authorities, providers and others to closely monitor this evolving situation and support the needs of the people we serve.

Following CDC Guidance

As with any public health issue, UnitedHealthcare will work with and follow all guidance and protocols issued by the CDC, state and local public health departments in supporting our members' needs.

Currently, there is no FDA-approved vaccine or medication specific to Ebola. Recovery from Ebola depends on early intervention, good supportive care and the patient's immune response.

At this time, testing for Ebola can only be done at the direction of and in direct consultation with state and public health departments and the CDC. Although the chances are very low, if a UnitedHealthcare member tests positive for the disease, and we are made aware, we will work with the member's medical team and public health authorities to help facilitate access to appropriate care.

Diagnostic testing and associated care will be covered in accordance with the terms of your health plan.

As you know, this situation is evolving and should there be any significant changes, we will update you accordingly.

For More Information

UnitedHealthcare is providing the following resources and tools to help you stay informed.

- Members can visit myuhc.com[®] for links to the [CDC Ebola Information](#) page to learn more about the disease, FAQs and the latest CDC guidance and protocols.
- UnitedHealthcare's 24-hour NurseLineSM is staffed to answer clinical questions or concerns regarding Ebola, based on current CDC guidance.
- Members who plan to travel to West Africa are asked to visit the [U.S. State Department](#) website for the latest travel advisories.

NurseLineSM is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time.