

# At UnitedHealthcare®, we're taking action to support our members and the community.

The health of our members and the safety of those who deliver care are our top priorities. We are taking a number of steps to support members, providers and communities during this health crisis. Highlights of these key actions are summarized below.

## COVID-19 care and treatment

We waived cost-sharing for COVID-19 testing and the testing-related visit for Medicare Advantage and Medicaid health plan members during this emergency period. This includes the testing-related visit to a health care provider's office, an urgent care center, an emergency department or a telehealth visit.

Cost-sharing was also temporarily waived for COVID-19 treatment for Medicare Advantage and Medicaid fully insured health plan members.

Copays and coinsurance will be waived for covered primary care and specialists physician services\* for UnitedHealthcare Medicare Advantage members at least through the end of September, helping remove barriers to access to care.

## Additional resources

We've expanded access to a number of services and resources to help support our members during this time of national emergency.

- Talk to a provider or nurse from home
- Get early prescription refills with free home delivery
- Take care of your mental health with our free 24/7 emotional support line and mobile app



Visit [uhc.com/COVID-19](https://uhc.com/COVID-19) for the most up to date information about how we are responding to the COVID-19 pandemic.

## Support for our highest risk members

The UnitedHealthcare navigation support program provides a dedicated advocate to talk with high risk members and help guide them through the isolation process. The advocate can help get medications, supplies, and care. Members can also talk with them to learn about available support programs.

Members who qualify can access the program by calling the phone number on their member ID card.

## Additional actions to combat COVID-19

- Accelerated funds to health care providers to support liquidity needs in early April and assisting in the \$100 billion CARES Act funds distribution for care delivery partners.
- Investing \$75 million to help communities in need, protect the health care workforce and help people and clinicians cope with stress and anxiety from the pandemic and related economic challenges.
- Launching a free nationwide emotional support line to manage the stress and anxiety.

