

A Message From Amerigroup About Coronavirus COVID-19

March 12, 2020

UPDATE March 17, 2020

The following changes to the evolving coronavirus (COVID-19) situation were announced March 17, 2020:

- **Access to Virtual Care and Development of a *Coronavirus Assessment* via Amerigroup's Sydney Care Mobile App:** Amerigroup is working to accelerate the availability of a *Coronavirus Assessment* on the Sydney Care mobile app, which members can download at no cost. The *Coronavirus Assessment* is designed based on guidelines from the Centers for Disease Control and Prevention (CDC) and National Institutes of Health (NIH) to help individuals quickly and safely evaluate their symptoms and assess their risk of having COVID-19. Inputs provided by individual users include symptoms, recent travel and potential contact with anyone with the disease. Based on the results, our members will be able to connect directly to a board-certified doctor via text or secure two-way video via the Sydney Care app who can then recommend care options.

Sydney Care is available for members to [download now](#) on Android or iOS. This app should accompany their Sydney Health or Engage benefits app. *Coronavirus Assessment* functionality is in development and expected to be available within the next week.

Additionally, effective immediately, our affiliated health plans will implement the following changes:

- **Access to Testing and Medical Care:** Our affiliated health plans will continue to waive copays, coinsurance and deductibles for the diagnostic test related to COVID-19. In addition, this will be extended to include waiver of copays, coinsurance, and deductibles for visits associated with **in-network** COVID-19 testing, whether the care is received in a physician's office, an urgent care center or an emergency department.
- **Access to Medication:** We are relaxing early prescription refill limits for members who wish to receive a 30-day supply of most maintenance medications, where permissible.

Additionally, we continue to encourage health plan members who have a pharmacy plan that includes a 90-day benefit, to talk to their doctor about whether it is appropriate to change from a 30-day supply to a 90-day supply of any prescription medicines they take on a regular basis. Members filling 90-day prescriptions can obtain their medications through our home delivery pharmacy and, in some circumstances, select retail pharmacies. Members can call the pharmacy services number on the back of their health plan ID card to learn more.

- **Access to Virtual Care:** For 90 days, we will waive any member cost share for telehealth visits, including visits for mental health, for our fully insured employer plans, Individual plans, Medicare plans and Medicaid plans, where permissible. Cost sharing will be waived for members using Amerigroup's telemedicine service, LiveHealth Online, as well as care received from other telehealth providers delivering virtual care. Access to LiveHealth Online as well as virtual care

via text is available to members through the Sydney Care app. Self-insured plan sponsors will have the choice to participate in this program.

Amerigroup continues to recommend members use virtual care options when possible, as it can help prevent spread of coronavirus and improve access to care. Virtual care is a safe and effective way for members to see a doctor to receive health guidance related to COVID-19 from their homes via smart phone, tablet or computer.

- As Amerigroup continues to closely monitor the COVID-19 developments, we remain committed to all of those we serve. Our customers can rest assured that we are taking steps to ensure our operations remain uninterrupted, while ensuring the health and safety of our associates. We are employing social distancing strategies, using teleconference and video conferencing capabilities whenever possible and encouraging work at home where appropriate. Additionally, associates who work in clinical settings and are providing direct care to our members are receiving appropriate guidelines and implementing protocol measures to help minimize risk of exposure when caring for possible COVID-19 patients.

ORIGINAL MESSAGE:

There's a lot in the news lately about coronavirus COVID-19. Here's what you need to know to help you understand what it is and how you can protect yourself and the people you care about.

Learn more

Amerigroup is closely monitoring COVID-19 developments and what it means for our customers. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention to help us determine what, if any, action is necessary on our part.

We're sharing information today to help explain what COVID-19 is all about, how to protect yourself and what to do if you think you might be infected. We also help to answer questions customers are asking about COVID-19 and how it impacts us all. We've developed an [educational flyer](#) you can pass along. For up-to-date information, visit our website at www.amerigroup.com.

Employers and members will receive the following message shortly. Please contact your Amerigroup representative with questions.

About coronavirus COVID-19

What is coronavirus and COVID-19?

[Coronavirus](#) is a type of virus that causes mild respiratory illness — an infection of the airways and lungs. COVID-19 is a new strain of coronavirus. It's part of the same family of coronaviruses that includes the common cold.

What are the symptoms?

The most common early [symptoms](#) appear between 2 and 14 days after infection. Symptoms can be mild to severe. They include fever, cough, and shortness of breath.

How does the virus spread?

Like many other viruses, COVID-19 seems to [spread](#) from person-to-person through a cough, sneeze, or kiss.

What is the risk?

As of today, the Centers for Disease Control and Prevention (CDC) states that the [risk](#) in the U.S. is still low. They will update the status regularly on the [CDC website](#).

Prevention and treatment

How to protect yourself

Frequent handwashing is the most effective way to protect yourself from infection. Other good habits to practice include covering your mouth and nose with a tissue when you cough and sneeze, and cleaning frequently touched items such as phones, keyboards, and doorknobs to help remove germs. Read our flyer or visit the [CDC website](#) for more on prevention and treatment.

What to do if you have symptoms

Call your doctor if you develop a fever, have a cough, or have difficulty breathing. And if you've been in close contact with a person known to have COVID-19, or if you live in or have recently traveled to an area where the virus has spread. You can also check to see if your plan offers telehealth benefits to see a doctor online. If you think you're infected, using telehealth helps to prevent spreading a virus.

What your Amerigroup benefits will cover

Your Amerigroup health plan will cover testing for COVID-19 and will waive copays, coinsurance, deductibles and prior authorization for testing. The plan will also cover the care you get if you're diagnosed as having COVID-19, based on your plan's benefits. You'll pay any out-of-pocket expenses your plan requires for treatment, unless otherwise determined by state law or regulation.

Sources:

Centers for Disease Control and Prevention: *About Coronavirus Disease 2019 (COVID-19)* (accessed March 2020): cdc.gov/coronavirus/2019-ncov/about/index.html.

Centers for Disease Control and Prevention: *Frequently Asked Questions and Answers* (accessed March 2020): cdc.gov/coronavirus/2019-ncov/faq.html.

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This article applies to:

- Amerigroup
- Senior and Medicare