UnitedHealthcare®

Stay informed about COVID-19

A COVID-19 Update from UnitedHealthcare's Chief Medical Officer

We understand that it's a confusing time. Right now, you need all the resources and information you can get. We're working to keep you updated so you can focus on keeping the country healthy and safe.

First and Foremost, Thank You

As the people on the front lines of COVID-19, we appreciate your efforts to fight this virus. To all the health care professionals who are caring for sick patients and working around the clock to help find solutions – thank you for all you're doing.

Expanding Access to Care and Resources

Here are key things to know, along with links, so you can get more information:

- **Reduced prior authorization requirements:** The changes affect transfers to a post-acute care setting and when members transfer to a new provider. In addition to what we announced in the press release, we are suspending review for site of service for the surgical codes listed here until April 30, 2020. LEARN MORE >>
- **No cost share for COVID-19 testing and testing related visits:** In addition to covering the test itself for our members, we're waiving their copays, coinsurance and deductibles for COVID-19 testing related visits, whether the care is received in a physician's office, an urgent care center, a telehealth visit or an emergency department. LEARN MORE >>
- **Expanded provider telehealth access:** Through June 18, 2020, eligible medical care providers who have the ability and want to connect with their patient through synchronous virtual care (live video-conferencing) can do so. Benefits will be processed in accordance with the member's plan. LEARN MORE >>
- **Updated diagnosis and laboratory codes:** CMS and CDC guidance as well as input from the American Medical Association has helped inform all of our new coding requirements. LEARN MORE >>

Keeping You Informed

This is just the beginning. We're continuing to work with and follow all guidance and protocols issued by the Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS), state legislatures and local public health departments regarding COVID-19. We'll update our COVID-19 website as we receive new information and guidance.

Sincerely,

Anne Boland Docimo, M.D.
Chief Medical Officer, UnitedHealthcare