

HEALTH BENEFITS E-NEWS EXTRA

*Department of Human Resource
Management
Office of Health Benefits*

June 8, 2020

State Plan Office Visit Out-of-Pocket Cost Waiver Extended

In response to the COVID-19 pandemic, the DHRM Office of Health Benefits is extending the original cost share waivers for health plan members to the following:

COVID-19 Testing and Related Office Visits:

Out-of-pocket costs for COVID-19 testing, as well as the associated office visit, as recommended by CDC guidelines. Contact your provider regarding availability of testing. This cost share waiver will be in place through the duration of the Federal Emergency and no end date has been provided at this time.

Virtual Office Visits:

In an effort to encourage continued management of your health care while you may not have access to or prefer to avoid an in-person office visit, the out of-pocket cost for virtual visits under the COVA Care, COVA HealthAware, and LODA non-Medicare plans will be waived through September 30, 2020. The original waiver was through June 14, 2020, for COVA Care and through June 4, 2020, for COVA HealthAware. This will include not only LiveHealth Online and Teladoc providers but other providers delivering virtual care. However, under the COVA HDHP, the \$0 cost will apply only to COVID-19-related virtual visits.

Out-of-pocket costs for virtual/telephonic visits for physical, occupational, and speech therapy will not be waived for COVA Care. Contact your plan's Customer Service to determine if other virtual specialty care will be covered.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov