



Your State Health Plans and COVID-19 – Update September 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.

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 December 31, 2020. 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.

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.

Early Prescription Drug Refills

Early 30-day refills of maintenance medications will be available. (Prescriptions with no available refills must be authorized by the treating provider.) Participants may wish to arrange with their prescribers to change to 90-day prescriptions through the mail service pharmacy. Note that some restrictions may apply to use of mail service.

For additional coverage information, contact the Customer Service number listed on your health plan ID card.

Participants enrolled in the Kaiser and Optima regional plans should contact their plan directly for specific COVID-19 coverage information.

Following are links to COVID-19 information provided by all state health plans.

COVA Health Plans (LODA participants can click on the COVA Care link.)

[COVA Care](#) [COVA HDHP](#) [COVA HealthAware](#)

Regional Health Plans

[Optima Health Vantage HMO](#) [Kaiser Permanente HMO](#)

If you have questions about COVID-19 testing, please contact your provider.