



e-Alert

03.16.20

COVID-19: Harvard Pilgrim's Response

Background

Harvard Pilgrim is actively monitoring the coronavirus disease, known as COVID-19, outbreak and what this means for our customers and community.

Summary

In order to protect the wellbeing of their members' and ensure their safety, Harvard Pilgrim is waiving cost sharing for:

- The COVID-19 test
- Doctors office, urgent care and emergency room services for COVID-19 testing
- Telemedicine services

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This policy applies to all fully insured, Medicare Enhance, Medicare Advantage and Medicare Supplement plans. Coverage will be provided in accordance with plan requirements.

Those who are self-insured employer groups can also waive cost sharing requirements for these services. The coverage outlined above will be provided to self-insured clients unless notification is required.

Member support and education

Harvard Pilgrim has a vigorous population health program designed to support all of our members' needs, with a focus on those who are most vulnerable. Harvard Pilgrim has taken safe measures to reach out to our most vulnerable members, as well as ensuring that nurse care managers are being proactive in addressing high-risk individuals in their day to day interactions.

To inform members about containing the spread and staying healthy, Harvard Pilgrim has established a coronavirus microsite (harvardpilgrim.org/coronavirus) which includes general preventive information and links to the CDC as well as state health agencies in Connecticut, Maine, Massachusetts and New Hampshire. They have also included an FAW which allows members to be notified about options for telemedicine and obtaining 90-day prescriptions for medicines that are taken on a daily basis.

Business continuity

The Harvard Pilgrim continuity plan includes strategies to address pandemic conditions, like the one we are facing today, COVID-19. Their strategies they have set forth are to ensure that Harvard Pilgrim will continue to serve their constituents as well as protecting their employees.

Harvard Pilgrim's pandemic strategy focuses on:

- Reducing the transmission of an infectious agent within the workplace
- Decreasing illness among employees, contractors and visitors
- Maintaining mission critical business operations
- Reducing the economic impact of an infectious disease outbreak

Harvard Pilgrim is closely monitoring the situation, reviewing and assessing policies on an as needed basis.

Employer Next Steps

- Employers should determine which of these preventative measures they will implement and communicate to their staff and enforce as necessary. [Read more here about the CDC's current recommendations.](#)

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- HR Knowledge will continue to monitor and provide updates as we learn them.

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