



e-Alert

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COVID-19 Support and Resources Provided by UnitedHealth

Background

As of March 9, 2020, UnitedHealth Group, UnitedHealthcare and Optum are taking immediate actions to ensure members and patients with coronavirus have the additional support and resources they need during the global health crisis, COVID-19.

Summary

The additional resources and support include the following:

- UnitedHealthcare is waiving all diagnostic test cost-sharing, including copays, coinsurance, and deductibles, for all commercial insured, Medicaid and Medicare members.

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- OptumCare clinicians are trained and well-prepared to address patients' needs.
- Optum's Emotional-Support Help Line is free of charge to help anyone dealing with stress and anxiety. The free service can be reached at (866) 342-6892, 24 hours a day, seven days a week, and is open to all.
- OptumCare clinicians have been trained on the CDC safety and clinical care protocols to enable patients to get the appropriate care, ensure the safety and well-being of the team, and protect others from exposure.

Eligible UnitedHealthcare and OptumRx members can call the customer care number located on the back of their medical ID card to obtaining an early prescription refill.

Employer Next Steps

- HRK encourages all employers to stay informed by visiting the [CDC](#) website.
- If you are a Full-Service or Virtual HR client and have any questions at this time, please [email us](#).

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