



# COVID-19 (Coronavirus) Response by Carrier

Carrier Guidance for Small and Large Group  
Updated: 8/3/20 | 7:00 a.m. (PST)

## UnitedHealthCare

### Carrier Responses

### Resources

#### Coverage

UnitedHealthcare is waiving cost sharing for COVID-19 testing during this national emergency. And waiving cost sharing for COVID-19 testing related visits during this same time, whether the testing related visit is received in a health care provider's office, an urgent care center, an emergency department or through a telehealth visit. This coverage applies to Medicare Advantage, Medicaid and employer-sponsored plans.

Cost share will be waived for testing and testing-related services during the national public health emergency from February 4, 2020 through October 22, 2020.

Eligible UnitedHealthcare and OptumRx members needing help obtaining an early prescription refill can call the customer care number located on the back of their medical ID card for assistance, or contact OptumRx customer service (800) 788-4863.

**Special Enrollment Period** effective March 23, 2020 – April 13, 2020 extended to employees who did not elect coverage for themselves or dependents at the group's initial enrollment.

#### Telemedicine

UnitedHealthCare is waiving virtual visit fees for designated telehealth and virtual visit providers for COVID-19 related services and non-COVID-19 visits through September 30, 2020. This applies to related visits for medical, outpatient behavioral and PT/OT/ST, chiropractic therapy, home health, and remote patient monitoring services, with opt-in available for self-funded employers.

[UHC Resource Center \(COVID-19\)](#)

[COVID-19 Teladoc](#)

[Teladoc FAQ](#)

[Virtual Visits](#)