



## Adventist Health Employee Health Plan

### [Supporting covered members' access to care during COVID-19](#)

To make testing and treatment for the COVID-19 virus more accessible, the Adventist Health Employee Health Plan (the Plan) is waiving member deductibles and co-pays for testing and treatment of the COVID-19 virus. These changes exceed the current government requirements for healthcare plans and are available for all covered members of the Adventist Health Employee Health Plan.

### [Important - your partnership](#)

The availability of testing and treatments for the COVID-19 virus is constantly changing. The Adventist Health Employee Health Plan is committed to providing service to each of our members and we ask for your patience during this unprecedented scenario. The Plan is committed to providing benefits as noted below; however, there may be unanticipated services that come up that may require you to pay deductibles or co-pays upfront, and then seek reimbursement from the Plan. Should this or any other coverage issues happen, please call customer service at **800-441-2524** and we will work through these situations with you.

### [Important benefits related to COVID-19](#)

#### Telehealth (Adventist Health OnDemand)

For just a \$0 copay, Adventist Health Employee Health Plan members can be treated by a licensed physician without leaving the house. Members have the option of using Adventist Health OnDemand for nonemergent symptoms in order to limit potential exposure in physician offices and other areas. For more information please visit [AdventistHealthOnDemand.com](https://www.adventisthealthondemand.com).

#### Prescriptions (OptumRx)

OptumRx does not anticipate delays in dispensing prescriptions from Optum-owned pharmacies (Optum Home Delivery, Optum Specialty, Optum Infusion Services, Avella, Genoa, Diplomat) related to COVID-19. If you are concerned about having enough of your prescription medication on-hand, you can contact OptumRx at 866-534-7205 for an early fill waiver. Remember that a 90-day supply is available through Optum Home Delivery or through Adventist Health In-house or community partner pharmacies.

#### Member Responsibility \$0

Your out-of-pocket expenses will be \$0 when receiving testing or treatment for COVID-19 and the diagnosis code U07.1 (there may be additional codes adopted as set by public health entities) for urgent care, lab testing, office visit with diagnosis, emergency room, and in-patient hospital stays.

For further information please call customer service at 800-441-2524.

# FAQs

## Adventist Health Employee Health Plan

### [Pharmacy benefit during COVID-19](#)

**Q: Does OptumRx anticipate any type of delays to dispense prescription medications?**

**A:** OptumRx does not anticipate delays in dispensing prescriptions from Optum-owned pharmacies (Optum Home Delivery, Optum Specialty, Optum Infusion Services, Avella, Genoa, and Diplomat) related to COVID-19. We are monitoring the supply chain and actively working to maintain a reliable inventory.

**Q: Can I get an early fill of my medication?**

**A:** To meet the clinical needs of our members and comply with applicable CDC guidance and government requirements, OptumRx is allowing members to refill their maintenance medications early if they have refills remaining on-file at a participating retail or mail-order pharmacy. This exception is to ensure members have an uninterrupted supply of medication during the COVID-19 threat.

**Q: How much of my medication should I have on hand?**

**A:** Please follow guidance from the CDC when planning how much medication to keep on hand. As of 3/16/2020, the recommendation is to, "Consider a **2-week supply** of prescription and over the counter medications, food and other essentials." Remember that stockpiling is not encouraged because shortages are likely to increase when stockpiling occurs.

Source: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/index.html>

**More information about the Adventist Health Employee Health Plan's pharmacy benefit is available on Connect or at [AdventistHealth.org/EmployeeHealthPlan](https://AdventistHealth.org/EmployeeHealthPlan).**