



VEBA Member Alert: COVID-19 Carrier Updates

As VEBA continues to monitor the national COVID-19 emergency, we'd like to share some updates from our carriers.

If you are showing symptoms of COVID-19 or come in contact with a person with COVID-19, we recommend **calling** your health care provider immediately. For the latest news on coronavirus, please visit the [CDC](https://www.cdc.gov). If you are experiencing a medical emergency, please call 911.

VEBA members have access to a number of resources for support including Optum's Emotional Support line at **866-342-6892**. It is available to family and friends as well, 24 hours a day, seven days a week.

VEBA will also be hosting a Facebook Live with our own Dr. Sondoozi to address your mental well-being during the COVID-19 health crisis. Join us at noon on Thursday, March 19, 2020 on the VEBA Resource Center's Facebook page. It is open to all and Dr. Sondoozi will answer your questions on stress and coping during these tough times. Please contact your provider with any medical questions about COVID-19, only emotional well-being questions will be addressed during the Facebook Live event.

Additionally, VEBA Advocacy is here to support any plan or billing questions you may have at **888-276-0250**.

This information will be added to the VEBA website as well. Stay tuned to <https://vebaonline.com/page/coronavirus-coverage> for the latest COVID-19 news and updates from VEBA.

UnitedHealthcare

Telehealth doctor calls are currently experiencing a high volume of demand. There is a wait-time of approximately 20 minutes before speaking with a doctor.

UHC members can go to <https://www.uhc.com/health-and-wellness/health-topics/covid-19> for the latest in UHC coverage updates and COVID-19 FAQs.

UHC retiree members also have access to Virtual Visits, available for both medical and behavioral health appointments. A flyer is attached for more information on accessing Virtual Visits or members can visit <https://www.uhcretiree.com>.



Kaiser

Telehealth visits

Kaiser Permanente is offering more video and phone visits to increase member access to ambulatory care – without an in-person visit.

Kaiser members continue to have a choice of phone, video or in-person visits and are encouraged to phone or email their doctor with any questions about their ongoing care needs.

For more information on Kaiser telehealth, visit <http://kp.org/getcare>.

Elective Surgeries and Procedures

Kaiser has started postponing/rescheduling elective/non-urgent surgeries and procedures for the next few weeks. This is to ensure they have capacity and equipment to care for the potential of more critically ill patients.

Kaiser physicians are clinically evaluating all elective procedures scheduled for the next few weeks to determine those that can be safely postponed. Each location is working to operationalize this approach, and some have already started to contact members affected by this decision to discuss options for rescheduling and to address questions.

Members do not need to contact Kaiser about their scheduled procedures as Kaiser will proactively reach out to those affected by this decision. Members are also encouraged to phone or email their doctor with any questions about their ongoing care needs.

Cigna

Through May 31, 2020, Cigna is waiving out-of-pocket costs for members for visits related to COVID-19 testing. Virtual care options, such as phone, tablet or computer visits, will also be covered.

Cigna is increasing their virtual care options for members with chronic conditions, immunosuppression or those facing transportation challenges until May 31.

Please contact Cigna at **855-287-8400** with benefit questions.

Cigna offers a free emotional support line, available 24 hours, 7 days a week for members. You can call **866-912-1687**.



Carrum Health (PPO members)

Carrum Health will be postponing all surgeries until May 1, 2020 or later, regardless of patients' proximity to their Centers of Excellence (COE). This is to help prevent unnecessary exposure to patients during travel or at the hospital as well as freeing up hospital and medical staff capacity to treat the sick.

Carrum's patient care team is actively communicating with members, working with COEs to reschedule surgeries according to their respective policies, and rearranging travel logistics.

Carrum will continue their member services including fielding inquiries and facilitating virtual consultations with COEs as appropriate.

Members can contact Carrum Health at **888-855-7806**.

Optum

Virtual Visits

It is very important to take care of yourself, this includes your mental health. If you are feeling stressed or overwhelmed, OPTUM is here to help. Schedule a virtual visit with a therapist. Virtual visits use secure video-conferencing technology to connect you with EAP providers over the Internet. With virtual visits, clinicians can evaluate and treat general mental health conditions, such as depression and anxiety. For more information, please visit <https://www.liveandworkwell.com/> or call **888-625-4809**.