

 **NOTICE**

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M-NCPPC Healthcare Provider Policy Changes in Response to the Coronavirus (COVID-19)

M-NCPPC is coordinating closely with our local and state health departments in monitoring the Coronavirus (COVID-19). Our top priority is keeping our patrons and employees healthy and safe. Towards this end, our healthcare vendors, UnitedHealthcare, Caremark CVS, and Kaiser Permanente are working with M-NCPPC and have taken additional steps to support you and your family during this time.

UnitedHealthcare

UnitedHealthcare will waive member cost-sharing, including copays, coinsurance and deductibles, for COVID-19 diagnostic testing provided at approved locations in accordance with Centers for Disease Control and Prevention (CDC) guidelines. You must see a health care provider to determine if the test is needed.

If a member is diagnosed with COVID-19, all treatment will be covered based on plan provisions, including those for hospitalization, outpatient, and transportation services.

Kaiser Permanente

Kaiser Permanente will reduce member cost-sharing (deductibles, copayments and coinsurance) to zero dollars (\$0.00) for medically necessary screening and testing for COVID-19. This includes the visit, associated lab testing, and radiology services in a plan hospital, emergency or urgent care setting, or medical office.

If a member is diagnosed with COVID-19, all treatment including, but not limited to, hospitalization, transportation, and pharmacy services will be covered in accordance with the terms and conditions of your health plan.

Caremark Prescription Drug Plan

To ensure that you and your family have access to needed medications during this pandemic, CVS Caremark has implemented the following 3 policies on a temporary basis:

1. Relaxed Refill Restrictions

CVS Caremark will waive early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy. Relaxing refill-too-soon limitations allows members to fill maintenance medication prescriptions ahead of their normal fill schedule. This will ensure that members are always able to maintain an adequate supply of medication on-hand.

2. Free Home Delivery from CVS Pharmacy

CVS Pharmacy will waive charges for home delivery of all prescription medications. With the CDC encouraging people at higher risk for COVID-19 complications to stay at home as much as possible, this is a convenient option to avoid visits to the pharmacy for refills or new prescriptions.

3. **CVS Pharmacist Override for Emergency Refills**

CVS pharmacists will activate overrides for emergency refills. This does not apply to controlled substances. A new prescription from your doctor is required to provide an emergency supply of a controlled substance.

Home Preparedness Measures and Supply Kits

State and local health departments and CDC recommend the following measures to prepare and protect you and your family during this time:

- Have an adequate supply of *nonprescriptive* drugs (i.e. pain relievers, stomach remedies, cough/cold medicines).
- Check your regular *prescription* drugs to make sure you have an adequate supply; refill your prescriptions if needed.
- Have a thermometer, tissues, and hand sanitizer in case you become ill and must stay at home to recover.
- Talk with family members and loved ones about how they would be cared for if they got sick and what will be needed to care for them at home.
- Have a two-week supply of water and non-perishable food at home.

Get to know your neighbors

Talk with your neighbors about emergency planning. If your neighborhood has a website or social media page, consider joining it to maintain access to neighbors, information, and resources.

Identify aid organizations in your community

Create a list of local organizations that you and your household can contact in the event you need access to information, health care services, support, and resources. Consider including organizations that provide mental health or counseling services, food, and other supplies.

Create an emergency contact list

Ensure your household has a current list of emergency contacts for family, friends, neighbors, carpool drivers, health care providers, teachers, employers, the local public health department, and other community resources.

For additional information on home preparedness and/or supply kit recommendations, please refer to the following link from the Centers for Disease Control (CDC):

<https://www.cdc.gov/coronavirus/2019-ncov/community/home/checklist-household-ready.html>