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**View more about****COVID-19**

## Expanded access to care, support and resources

We are expanding your access to care, support and resources to help you navigate through this unprecedented time. We are committed to helping protect your health by enabling you to get access to the right care including from the comfort of your home.

## Cost sharing is waived for COVID-19 tests and testing related visits

If you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing, call your health care provider right away. Only health care providers can order a COVID-19 test.

We are waiving cost sharing for COVID-19 testing during this national emergency. And we are 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.



## Access to telehealth

Telehealth gives you access to health care providers from the comfort of your home through digital audio-visual technologies, such as FaceTime, Skype, Zoom or dedicated telehealth applications. We expanded access to telehealth to help you stay in your home and reduce exposure to the virus.

- **24/7 Virtual Visits through designated telehealth providers:** While these visits cannot be used to test for or treat COVID-19, they can be useful in determining if you should call your local health care provider regarding COVID-19 testing. These visits are also ideal for urgent care treatment of other illnesses, like the seasonal flu, allergies, pink eye and more.

Medicare Advantage and Medicaid members can continue to access their existing telehealth benefit offered through one of our designated partners without cost sharing. Cost sharing for members with a telehealth benefit through their employer-sponsored plan will be waived through June 18, 2020.

To access your benefit, sign in to your [health plan account](#).

- **Local telehealth visits with your medical provider:** Many medical providers can provide a telehealth visit. Telehealth visits with your health care provider can be used for both COVID-19 and other health needs, keeping you in your home while still receiving the care you need.

For COVID-19 testing related telehealth visits with a health care provider, cost-sharing is waived during this national emergency.

For other health related telehealth visits, cost sharing and coverage will apply as determined by your health benefits plan, through June 18, 2020.

If you need a medical visit, call your local medical provider and ask about telehealth options.

## Early prescription refill

If you have an OptumRx pharmacy benefit and need an early prescription refill, you may request one through your pharmacy. Consider your current supply, as well as near-term medication needs to determine if you should refill early.

Pharmacy delivery is available through Optum Home Delivery by signing into your [health plan account](#) and selecting this option. Pharmacy delivery is also available through several retail pharmacies.

## Additional resources for our members

- **Access your health plan account:** Sign in to your [health plan account](#) to find network health care providers, understand benefits coverage, manage prescriptions and more.
- **Call a UnitedHealthcare advocate:** If you have health benefits questions, need help finding a health care provider or would like to talk to a nurse, call the phone number on your UnitedHealthcare member ID card.
- **Get emotional support:** Call our emotional support line any time at [866-342-6892](tel:866-342-6892). This 24/7 Optum Help Line is staffed by professionally trained mental health experts. **It is free of charge and open to anyone.**

## The CDC remains your best resource for COVID-19

The COVID-19 situation continues to quickly evolve. Go to the [CDC for the latest information on COVID-19](#), including how to protect yourself and what to do if you are sick.

If you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing, call your health care provider right away. Only health care providers can order a COVID-19 test.

## Frequently asked questions

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### I may have been exposed to COVID-19. What should I do?

Call your health care provider right away if you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing. Only health care providers can order a COVID-19 test.

You can find a network health care provider by signing in to your [health plan account](#) or by speaking with an advocate by calling the phone number on your UnitedHealthcare member ID card.

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### Where do I get the COVID-19 test?

Only health care providers can order a COVID-19 test. Call your health care provider right away if you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing.

If your health care provider determines you should be tested for COVID-19 and orders the test, they should work with local and state health departments to coordinate testing.

For the test, a health care provider will need to collect a specimen (typically a nasal or throat swab), which should then be sent to a location approved in accordance with CDC guidelines.

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### Will UnitedHealthcare cover the cost of COVID-19 care?

UnitedHealthcare is waiving cost sharing for COVID-19 testing during this national emergency. And we are 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.

Care or treatment for COVID-19 will be covered in accordance with your health benefits plan. Your deductibles, copays and coinsurance will apply.

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### Will drive-up testing be an option?

Local, state and federal government agencies, as well as health care providers, are working to increase access to testing, while limiting exposure among the population. This includes mobile and drive-up specimen collection locations. You will still require a medical provider order for the test, unless otherwise directed by your respective government agency.

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### If I have questions, can I call UnitedHealthcare?

Yes. Our UnitedHealthcare advocates are here to answer your COVID-19 health benefits questions, help you find a health care provider or connect you with a nurse. Just call the phone number on your member ID card.

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What is COVID-19? Watch the video



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What is COVID-19? Watch the video (Spanish)



## Quick links to the CDC

[Know what to do if you are sick](#)

[Understand who is at highest risk](#)

[Learn how to protect yourself](#)

[See the latest travel guidance](#)

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## Disclaimer

The benefits described on this website describe federal requirements and UnitedHealthcare national policy, additional benefits may be available in some states and under some plans.

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As of March 23, 2020 7:56 a.m. Central