



## Ascend to Wholeness Healthcare Plan – Supporting Covered Members Access to Care During COVID-19

**March 11, 2020**

To make testing and treatment for the COVID-19 virus more accessible, some changes have been made to the benefits in the Ascend to Wholeness Healthcare Plan (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 under both the Access and Accelerate plans.

### IMPORTANT - YOUR PARTNERSHIP

The availability of testing and treatments for the COVID-19 virus are constantly changing. The Plan benefits administrators, claims processors, and member services are committed to providing service to each of you and we ask for your patience during this unprecedented scenario. We anticipate we will be required to make decisions quickly and there may be changes to normal processes. The Plan is committed to providing benefits as noted below; however, there may be unanticipated items that come up that may require you to pay deductibles or co-pays upfront, and then seek reimbursement through member services. We will work through these situations with you.

We anticipate that the COVID-19 virus may put a strain on the United States healthcare system. We ask, on behalf of our medical provider partners, for your patience and understanding.

### IMPORTANT - FOR PROVIDERS

Please call Member Services at 888-276-4732 to confirm the Plan benefits concerning COVID-19. The Plan is waiving member deductibles and co-pays for testing and treatment of the COVID-19 virus. Providers **MUST** use diagnosis code U07.1 (there may be additional codes adopted as set by public health entities) for:

- Urgent care
- Lab testing
- Office Visit
- Emergency room
- Inpatient hospital stays

### IMPORTANT BENEFITS RELATED TO COVID-19

**Telehealth (Amwell)** – is a free in-network service that allows you to be treated by a licensed physician without leaving your house. Members should use telehealth as their first line of defense in order to limit potential exposure in physician offices and other areas. Amwell physicians are prepared with a pre-approved standard questionnaire for COVID-19. For more information please go to [ascendtowholeness.org/telehealth](https://ascendtowholeness.org/telehealth)

**Prescriptions (Express Scripts)** – refills or renewals of prescriptions can be made when 25% - 35% of your current supply is remaining. Members will also be able to have one (1) override refill per 365 days at your request. The Plan will also have protocols in place for further overrides for zip codes that are specified as needing emergency access.

**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 visit the Plan website at [ascendtowholeness.org/covid19](https://ascendtowholeness.org/covid19)

This document is a summary and briefly describes some of the benefits and member responsibilities of the Plan. This document does not provide coverage of any kind. Coverage will be determined based on the Summary Plan Document available at [ascendtowholeness.org/](https://ascendtowholeness.org/)