

# UPMC HEALTH PLAN

## **UPMC Health Plan Waives Out-of-pocket Costs for Members for In-network COVID-19 Treatment**

UPMC Health Plan announced today that it is waiving all deductibles, co-insurance and co-pays for all in-network, inpatient COVID 19-treatment for its members enrolled in fully-insured group, ACA and Medicare Advantage plans, as well as in self-insured employer group plans that opt into this coverage. This policy change is effective immediately and will stay in effect through June 15, 2020.

“Our members have enough to think about during this challenging time and worrying about whether they can afford COVID-19 treatment should not be one of them,” said Diane Holder, President and CEO of UPMC Health Plan. “At a time of uncertainty, one thing UPMC Health Plan members can count on is that they will not have to pay out of pocket for COVID-19 treatment.”

Covering out-of-pocket costs for COVID-19 testing and now treatment are just two of the ways UPMC Health Plan is reaching out to support its employers and members during the COVID-19 pandemic. In addition, UPMC Health Plan is:

- **Providing additional flexibility to businesses**—UPMC Health Plan is working to assist its employer groups by offering additional flexibility and will host a WebEx with the U.S. Small Business Administration and Huntington Bank on April 7th to talk about certain options.

- **Waiving Cost-Sharing for Telehealth**—UPMC Health Plan removed deductibles, copayments and cost-sharing for all in-network virtual visits with a health care provider, including telehealth services through [UPMC AnywhereCare](#), until June 15. UPMC Anywhere Care is available 7 days a week, 24 hours a day.
- **Allowing Early Prescription Refills**—UPMC Health Plan increased member access to medications by waiving early refill limits until June 15 on prescriptions filled at retail, mail and specialty pharmacies.
- **MyHealth 24/7 Nurse Line**—UPMC Health Plan offers members the *MyHealth 24/7 Nurse Line*. This resource allows UPMC Health Plan members to speak directly with a UPMC nurse, 24 hours a day, 7 days a week, when non-emergency care is needed. Our Nurses can offer immediate support and advice regarding specific services members may need to assist with their care needs. UPMC Health Plan members can access the *MyHealth 24/7 Nurse Line* by calling 1-866-918-1591.
- **UPMC LifeSolutions**—UPMC Health Plan expanded access to UPMC LifeSolutions, a telephonic service dedicated to helping individuals cope with the challenging situations. Specially trained counselors are poised and ready to help our members through this difficult and stressful life event.
- **Reliable Education**—UPMC Health Plan updates its website with timely, trustworthy information on COVID-19, including useful resources and articles from UPMC doctors and links to other trusted sources, such as the Centers for Disease Control and Prevention.

For more information about the services UPMC Health Plan provides, you may go to <https://www.upmchealthplan.com>. For additional information on the coronavirus, you may go to [www.upmc.com](http://www.upmc.com).