



## Your TLC Health Plan and COVID-19

As information about Coronavirus/COVID-19 becomes available, be assured that your TLC health plans are monitoring the situation. Following are related plan provisions for the statewide plans (Key Advantage and TLC High Deductible Health Plan—HDHP) that have been put in place for 90 days\* to address COVID-19-specific concerns. NOTE: THESE PROVISIONS ARE STILL EVOLVING AND ARE SUBJECT TO CHANGE. Check with our plan's Customer Service for the most current information.

\*Currently through June 14

### **COVID-19 TESTING AND RELATED OFFICE VISITS:**

- Out-of-pocket costs for COVID-19 testing, as well as the associated office visit, if applicable, will be waived. Testing must be ordered by your health care provider based on medical necessity (e.g., exhibiting symptoms or having contact with someone diagnosed with COVID-19). Contact your provider regarding availability of testing.

### **VIRTUAL OFFICE VISITS:**

- In an effort to avoid in-person office visits and possible exposure to COVID-19, the out-of-pocket cost for any virtual visit under the Key Advantage Plans will be waived. This will include not only LiveHealth Online providers but other primary care providers delivering virtual care. However, under the TLC HDHP, the \$0 cost will apply only to COVID-19-related virtual visits.
- Out-of-pocket costs for virtual/telephonic visits for physical, occupational, and speech therapy will not be waived. Contact your plan's Customer Service to determine if other virtual specialty care will be covered.

### **EARLY PRESCRIPTION DRUG REFILLS:**

- Early 30-day refills of maintenance medications will be available. (Prescriptions with no available refills must be authorized by the treating provider.) Participants may wish to arrange with their prescribers to change to 90-day prescriptions through the mail service pharmacy. Note that some restrictions may apply to use of mail service.

For additional coverage information, contact the Customer Service number listed on your health plan ID card.

Participants enrolled in the Kaiser Permanente HMO should contact their plan directly for specific COVID-19 coverage information.

**If you have questions about COVID-19 testing, please contact your provider.**