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We care about you and your family's well-being. In response to the novel coronavirus (COVID-19) pandemic, VIVA HEALTH has worked to provide members easy access to appropriate testing and health care during this difficult time. Effective Friday, March 13, 2020:

- **Testing.** 100% coverage of federally or state-approved lab testing on all VIVA HEALTH plans when medically appropriate. No deductible, copayment, or coinsurance will apply to the lab test or to an in-network office visit, urgent care center visit, or emergency department visit related to COVID-19 testing.
- **Telehealth.** Members can have telehealth visits from any location with any in-network provider who is providing medically appropriate covered services. Members will not have a copayment for telehealth visits with their in-network provider through April 30. You can also access [Teladoc](#) through VIVA HEALTH with no copayment through April 30.
- **Prescription refills.** On plans that include prescription drug coverage through VIVA HEALTH, members can get early refills of their maintenance medications if needed. Members are encouraged to secure a 90-day supply of non-specialty maintenance medications available through most retail pharmacies. Home delivery from our mail-order pharmacy is available on all plans for most medications by contacting Express Scripts at 855-778-1485.
- **Treatment.** If a member requires hospitalization for the treatment of COVID-19, inpatient hospital treatment will be covered at 100% on VIVA HEALTH's PEEHIP plan through May 31.

For the most up to date information on COVID-19 developments, please visit the CDC's [website](#).

VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-294-7780. 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-294-7780.