

BREAKING NEWS

UnitedHealthcare waives member cost share for treatment of COVID-19; telehealth, Virtual Visits cost share updates

UnitedHealthcare is waiving member cost-sharing for the **treatment of COVID-19** through May 31, 2020, for its fully insured Commercial, Medicare Advantage and Medicaid plans. This builds on the company's previously announced efforts to waive cost-sharing for COVID-19 testing and testing-related visits, and the expansion of other member services.

Cost share waived for network non-COVID-19 telehealth visits

Starting March 31, 2020, until June 18, 2020, UnitedHealthcare will waive cost-sharing for **network, non-COVID-19 telehealth visits** for its fully insured individual and group market health plans and Medicare Advantage and Medicaid plans. UnitedHealthcare had previously waived cost sharing for telehealth visits *related to* COVID-19 testing. Also, as part of expanded provider telehealth access, all eligible medical providers who have the ability and want to connect with patients through synchronous virtual care (live video conferencing) or audio-only (telephone) can do so.

Cost share waived for all Virtual Visits through UnitedHealthcare

UnitedHealthcare is also waiving cost-sharing for **all Virtual Visits with preferred providers**—Teladoc^R, Doctor On DemandTM and AmWell^R—through June 18. This change will only apply to customers who have Virtual Visits through UnitedHealthcare.

UnitedHealthcare will also work with self-funded (ASO) customers who want to implement a similar approach for the above changes.

An FAQ document with these updates are posted on [uhc.com](https://www.uhc.com) and at the below link:

- Employer (<https://www.uhc.com/employer/faq-employer>)