

## MEMBER SUPPORT

### What is UnitedHealth Group doing to help members concerned with COVID-19?

UnitedHealthcare has a team closely monitoring COVID-19, formerly known as the Novel Coronavirus or 2019-nCoV. Our top priority is the health and well-being of the people we serve.

As with any public health issue, UnitedHealthcare will work with and follow all guidance and protocols issued by the [U.S. Centers for Disease Control and Prevention \(CDC\)](#), Centers for Medicare & Medicaid Services (CMS), Food and Drug Administration (FDA), and state and local public health departments.

### Does UnitedHealthcare provide any support services for those people who have been affected by the virus?

While the CDC website is the best place to go to stay up to date on this still developing situation, Optum is offering a free emotional support help line for all people impacted. This help line will provide those affected access to trained mental health specialists. The company's public toll-free help line number, **866-342-6892**, will be open 24 hours a day, seven days a week for as long as necessary.

This service is free of charge and open to anyone. Trained Optum mental health specialists help people manage their stress and anxiety so they can continue to address their everyday needs. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters.

In addition, Optum and UnitedHealthcare members with EAP and behavioral health benefits can access ongoing resources including Critical Incident Response Services (CIRS). We recommend they access through their account-specific support numbers. Emotional-support resources and information are also available online at [www.liveandworkwell.com](http://www.liveandworkwell.com).

### Access to Optum EAP

Many UnitedHealthcare customers have access to employee assistance programs (EAP) through their medical coverage, long term disability coverage or through a program directly purchased from Optum (a UnitedHealth Group company). We encourage members to use these important resources for emotional support related to recent COVID-19.

For people who may not have access to an EAP as described above, Optum has made their Emotional-Support Help Line available to anyone in need. Professionally trained, mental health staff is available to support people who may be suffering from fear or stress related to COVID-19. Optum's Emotional-Support Help Line number is 866-342-6892 and will be open 24 hours a day, seven days a week.

### **Travel Assistance for UnitedHealthcare Life insurance customers (not available in NY)**

The Travel Assistance Program, provided by UnitedHealthcare Global (UHCG), provides 24/7 assistance with pre-travel information, non-medical emergency services and medical emergency assistance when a member is traveling 100 miles or more away from home. This program is included at no extra cost for members enrolled in any UnitedHealthcare Life insurance plan (except in NY).

For more information about these services, visit the Intelligence Center at [www.members.uhcglobal.com](http://www.members.uhcglobal.com).

### **What is Optum doing to help members affected by COVID-19?**

Optum is taking action to ensure that our members and providers affected by COVID-19 (coronavirus) have the behavioral health support and resources they need. In order to make it easier for our Commercial, Medicare and Medicaid members to receive appropriate treatment during this challenging time, Optum is enabling providers to use popular applications for video chat or telephonic care immediately to effectively support the behavioral health needs of our members.

### **Are there any plans to enhance the support materials available on liveandworkwell related to this crisis?**

Yes - a COVID-19 portal went live on the liveandworkwell website on March 18.

### **If an individual is tested and the provider rules out COVID-19, does the employee need any documentation that they can provide their employer for return to work clearance?**

This is a policy determined between the employer and employee.

### **In light of the current situation, is UnitedHealthcare delaying member communications related to preventive campaigns?**

Yes. UnitedHealthcare will temporarily delay certain preventive care reminders.

### **Is UnitedHealthcare offering help to employees who are losing their health insurance coverage after being laid off?**

UnitedHealthcare offers a range of individual health insurance plans. Interested people may contact (800) 827-9990 to speak with an advisor who can assist. They can also visit <https://www.healthmarkets.com> to apply directly.

### **If a member has a valid prior authorization for a surgery that has been postponed, will the member be required to go through the prior authorization process again?**

Prior Authorization will remain in effect for 90 days from the date it was initially approved.