

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 \(CDC\)](#), 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? Updated 4/19

The CDC website is the best place to go to stay up to date on the developing COVID-19 virus.

- 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. 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.

- UnitedHealthcare and Optum members with EAP and behavioral health benefits can access ongoing resources through their account-specific support numbers. Emotional-support resources and information are also available online at www.liveandworkwell.com.
- 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.

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Some of our products and networks have different features and as a result different guidelines and protocols are applicable to them. Please contact your UnitedHealthcare account representative for additional details.

Last updated 9/16/2020

What is UnitedHealthcare doing to help members with behavioral health needs during the Covid-19 emergency and what tele-mental health solutions are available? Update 5/28

In order to make it easier for our members to receive appropriate treatment during this challenging time, Optum Behavioral Health is enabling providers to use popular applications for video chat or telephonic care immediately to effectively support the behavioral health needs of our members.

This means that for members or providers who do not have access to approved technology typically required to conduct a virtual visit, alternative technologies like telephone visits or video chat services – like Apple FaceTime, Facebook Messenger, Zoom, Google Hangouts or Skype – can be used immediately. This also applies to health care providers who are qualified and licensed in accordance with applicable regulations to provide ABA services. Standard cost-sharing and benefits policies will still apply.

In addition, Sanvello is offering free premium access to its digital care delivery platform through June 30, 2020. This offer, available globally, makes Sanvello’s clinically validated techniques, coping tools and peer support free to anyone impacted by COVID-19 immediately for the duration of the crisis. Sanvello Health is a UnitedHealth Group company.

How can people access Sanvello free if they are impacted by COVID-19? Update 6/2

Sanvello Health, Inc., a leading provider of digital and telephonic mental health solutions to individuals, businesses and payers will be providing free premium access to its digital care delivery platform.

This offer makes Sanvello’s clinically validated techniques, coping tools and peer support free for the duration of the crisis to anyone impacted by COVID-19.

To activate free premium access, anyone can download Sanvello for free from the App Store or Google Play and create an account to begin using the strategies, tools, and peer support. Services are free through June 30, 2020.

In order to maintain free access to Sanvello premium after June 30, 2020, eligible UnitedHealthcare members must register using their UnitedHealthcare medical insurance card. Eligible members who have not registered using their insurance information will need to adjust their account appropriately to maintain free access to Sanvello.

Are there tools to help people understand their symptoms or find a testing site near them? New 4/6

Yes, UnitedHealthcare is committed to helping people protect their health by expanding access to care, support and resources during this unprecedented time. By going to the myuhc.com pre login

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website people may use the online symptom checker to assess their risk for COVID-19 and get treatment options.

The Test Location tool helps individuals find a COVID-19 diagnostic test location in their area. In most test locations they will ask for a script from a provider. Use the telehealth option to contact a provider for a script.

For members, by signing in to myuhc.com there are additional resources and care information access to member benefits.

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.

Considering the current situation, is UnitedHealthcare delaying member communications related to preventive campaigns?

Yes. UnitedHealthcare will temporarily delay certain preventive care reminders.

Certain *HealthNotes* and *HealthNote Reminders* to members have been paused for April since many of these messages direct members to seek care for services that would be considered non-emergent in this COVID-19 era.

Does the CDC recommend getting a flu shot? New 9/14

It's more important than ever this year with COVID-19. COVID-19 and the flu will both be spreading this season, according to the [Centers for Disease Control and Prevention \(CDC\)](#).

Protecting yourself from the flu helps reduce your risk of hospitalization. Many hospitals and ICUs may have reduced availability due to COVID-19.

It is recommended for most people including everyone 6 months and older, even healthy people. It is especially important for adults 65 and older, pregnant women, young children under 2 years old, and people with certain health conditions. Many high-risk people would also benefit from a pneumonia vaccine.

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The flu vaccine can help weaken or prevent the flu and the vaccine is covered a 100% for UnitedHealthcare members. Generally it is recommended to get the flu shot by the end of October according to the CDC, especially with the ongoing spread of COVID-19. Discuss the flu and other vaccines and the best timing with your provider. Plan ahead to get a flu shot. Talk to your health care provider or find a flu shot location [here](#).

Are there other precautions as flu and COVID-19 spread this fall and winter? New 9/14

Careful actions, like handwashing, mask-wearing and keeping a safe distance in public spaces, can help protect you and your community.

Actions that people should take:

- If you're feeling sick, stay home
- Wash your hands throughout the day, especially after you've been in a public place or if you sneeze or cough
- Avoid close contact with others and maintain a physical distance from others when you're in public spaces.
- Wear a cloth mask to cover your mouth and nose when you're around others. This helps protect others in case you may be infected.
- Clean and disinfect frequently touched surfaces daily
- For more [healthy habits](#), visit the [CDC](#)

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