



## VEBA Member Update: COVID-19 Carrier and Medical Group Recap

May 11, 2020

As VEBA continues to monitor the national COVID-19 emergency, we would like to share a recap of coverage options for each carrier as well as contact information for carriers and medical groups. VEBA Advocacy is standing by to support additional questions at [888-276-0250](tel:888-276-0250).

Click on the links below to see the recap for your carrier.

1. [UHC HMO](#)
2. [UMR PPO](#)
3. [Kaiser HMO](#)
4. [Cigna HMO](#)
5. [SIMNSA HMO](#)
6. [Optum](#)
7. [Medical Groups](#)

### UHC HMO

UnitedHealthcare is waiving member cost sharing for the applicable treatment of COVID-19 until June 18, 2020.

UnitedHealthcare has expanded telehealth services until June 3 and until June 18, 2020, UnitedHealthcare will waive cost-sharing for **in-network, non-COVID-19 telehealth visits** for VEBA members.

For the latest updates, UHC members can visit the [UHC COVID-19 page](#).

### UMR PPO

Effective February 4 to June 18, 2020, UMR has waived all member cost sharing, including copays, coinsurance and deductibles, for COVID-19 diagnostic testing and physician office visit provided at approved locations in accordance with CDC guidelines and medical necessity. Waived cost sharing is available for an In-Network provider and ER only.

Until June 18, 2020, UMR will waive cost-sharing for **in-network, non-COVID-19 telehealth visits** for VEBA members.

If you have health benefits questions or need help finding a health care provider, call the phone number on your UMR member ID card.

For the latest updates, UMR members can visit the [UMR COVID-19 page](#).



## KAISER HMO

Beginning April 1, 2020, until May 31, 2020, Kaiser Permanente will waive member out-of-pocket costs for treatment related to a positive COVID-19 diagnosis. Members who are diagnosed with COVID-19 will not have to pay co-pays or other cost-share related to their medical care and treatment of COVID-19, even if they have to stay in the hospital.

Kaiser has expanded their [telehealth services](#). Members can receive prescriptions and refills through [Kaiser's mail-order pharmacy](#) as well as pick them up at other pharmacy locations.

Kaiser has set up a COVID-19 information line for members at **877-813-7297**, 7 a.m. to 7 p.m., 7 days a week. For the latest from Kaiser, visit their [COVID-19 page](#).

## CIGNA HMO

Through May 31, 2020, Cigna is waiving out-of-pocket costs for members for visits related to COVID-19 testing. Virtual care options, such as phone, tablet or computer visits, will also be covered.

To access telehealth options, visit the [Cigna portal](#) and select the "Connect Now" button on the home page to talk with a doctor or nurse any time day or night.

Please contact Cigna at **855-287-8400** with benefit questions or visit [Cigna's COVID-19 page](#).

## SIMNSA HMO

Until May 31, SIMNSA is not charging any fees or copayments for services related to COVID-19. There will be no applicable copays for COVID-19 screenings at in network and out of network providers so long as they are determined to be medically necessary by our Medical Director.

If a member is seeking testing for COVID-19, they are advised to go in-network to the SIMNSA clinic for testing.

SIMNSA is waiving all copays on telehealth services. To schedule a phone conferencing appointment, call **800-424-4652**. Videoconferencing is available at the Easy Park location. If you have health benefits questions or need help finding a provider, contact **619-407-4082**.

SIMNSA has created a dedicated [COVID-19 website](#) to share the latest updates.



## OPTUM

### Virtual Visits

It is very important to take care of yourself, this includes your mental health. If you are feeling stressed or overwhelmed, OPTUM is here to help. Schedule a virtual visit with a therapist.

Virtual visits use secure video-conferencing technology to connect you with EAP providers over the Internet. With virtual visits, clinicians can evaluate and treat general mental health conditions, such as depression and anxiety. For more information, please visit [Optum's portal](#) (access code VEBA) or call **888-625-4809**.

Call Optum's emotional support line any time at **866-342-6892**. This 24/7 Help Line is staffed by professionally trained mental health experts, free of charge and open to anyone.

## MEDICAL GROUPS

### Provider Changes:

The health of patients and the medical professionals delivering care remain a top priority for the region. Each major medical group has a website dedicated to answering member specific questions around accessing care in the safest manner possible. Please note, guidelines change frequently and we recommend reviewing your provider's COVID-19 page. We have included links to the major medical groups. Generally, the medical community recommends or requires:

- Calling your doctor if you are showing symptoms of COVID-19 or have been in contact with a person with COVID-19.
- Calling your doctor prior to seeking care physically, whenever possible.
- Using virtual or telehealth whenever possible.
- Wearing protective face masks when visiting a medical facility.
- Patients over the age of 18 to be unaccompanied when receiving care.

Medical Groups	Website	Phone #
Beaver Medical Group	<a href="#">Beaver COVID-19</a>	909-793-3311
Cassidy Medical Group	<a href="#">Cassidy home page</a>	760-941-9002
Edinger Medical Group	<a href="#">Edinger COVID-19</a>	714-965-2500
Greater Newport Physicians	<a href="#">GNP COVID-19</a> (links to MemorialCare)  <a href="#">GNP home page</a>	800-553-6537



Medical Groups	Website	Phone #
HealthCare Partners, part of OptumCare	<a href="#">HealthCare Partners COVID-19</a> (links to Optum) <a href="#">HealthCare Partners home page</a>	800-403-4160
Loma Linda	<a href="#">Loma Linda COVID-19</a>	877-558-6248  For COVID-19 Questions: 909-558-5545
MemorialCare Medical Group	<a href="#">MemorialCare COVID-19</a>	877-MYMEMCARE (696-3622)
Mid County Physicians Medical Group	<a href="#">Mid County home page</a>	858-824-7000
Monarch HealthCare, part of OptumCare	<a href="#">Monarch COVID-19</a> (links to Optum) <a href="#">Monarch HealthCare home page</a>	888-767-2222
Pomona Valley Medical Group (Promed Health Network)	<a href="#">Pomona Valley COVID-19</a>	909-865-9500
Primary Care Associates, part of OptumCare	<a href="#">Primary Care Associates COVID-19</a> (links to Optum) <a href="#">Primary Care Associates home page</a>	800-956-8000, choose option 5
PrimeCare Citrus Valley, part of OptumCare	<a href="#">PrimeCare COVID-19</a> (links to Optum) <a href="#">PrimeCare home page</a>	800-956-8000, choose option 5
Regal Medical Group	<a href="#">Regal COVID-19</a>	818-357-5000 or toll free 866-654-3471
Riverside Medical Clinics Inc.	<a href="#">Riverside home page</a>	951-782-3602
Riverside Physician Network	<a href="#">Riverside Physician Network COVID-19</a> (links to Optum) <a href="#">Riverside Physician Network home page</a>	951-788-9800
Sharp HealthCare	<a href="#">Sharp COVID-19</a>	800-82-SHARP
Scripps	<a href="#">Scripps COVID-19</a>	800-SCRIPPS
St. Jude Heritage Medical Group	<a href="#">St. Jude COVID-19</a>	800-627-8106
UCSD	<a href="#">UCSD COVID-19</a>	858-657-7000