



## **COVID-19 Tests Are Readily Available Statewide**

The Governor has ordered all health care plans in Arizona to waive costs for COVID-19 testing. If you are tested, it will be provided to you at no cost, including out-of-network providers. COVID-19 tests are readily available across the state.

### **How To Decide If You Need A COVID-19 Test**

- Call your healthcare provider right away if you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough, or trouble breathing. (If you are experiencing life-threatening symptoms, please call 911.)
- If your health care provider determines you should be tested for COVID-19, they will order the test and confirm the location for testing.
- If you do not have a health care provider, you can contact your medical benefits provider for assistance in locating a testing location.
- If you would like to find a testing location yourself, please visit the Arizona Department of Health Services COVID-19 page at [azhealth.gov/covid19testing](https://azhealth.gov/covid19testing)

### **Contact The Testing Location Before Arriving**

- Confirm you meet the location's testing criteria
- Find out what information you must bring
- Confirm hours of operation and availability

### **Letter For Provider If You Are Charged A Copay**

We have received a few reports of State medical plan members being charged a copay for COVID-19 testing. If this happens, here's what you can do:

- If the provider attempts to collect payment from you, please use [this link](#) to find a letter explaining our benefit.
- If you have already paid a copay, contact your medical carrier for assistance on receiving a refund.

## **The Employee Assistance Program**

You may feel anxiety or stress about COVID-19, and we want to remind you of the services of our Employee Assistance Program (EAP) called ComPsych. You and your family members can access these services by calling 1-877-327-2362 or visiting [guidanceresources.com](https://guidanceresources.com). Enter company code HN8876C to register.

## **Arizona Together**

We're in this together. Visit [arizonatogether.org](https://arizonatogether.org) to find critical assistance for you and your family during the COVID-19 outbreak as well as ways to help our communities.

## **Questions?**

Please contact a Benefit Options representative by phone 602-542-5008, toll-free 1-800-304-3687, by email [benefitsissues@azdoa.gov](mailto:benefitsissues@azdoa.gov) or visit [benefitoptions.az.gov](https://benefitoptions.az.gov). We can help you Monday-Friday, 8 a.m. - 5 p.m. Arizona Time, except holidays.



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