



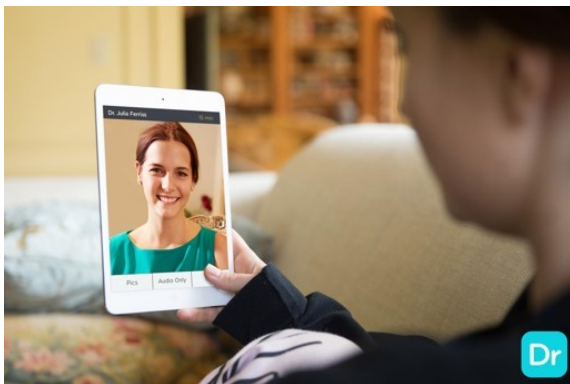
COVID-19 Update: Testing and Telemedicine Visits at No Cost

Dear State of Arizona Medical Plan Member,

In support of the Governor's efforts to address the COVID-19 pandemic, the Benefits Services Division is offering our plan members the following options when you and your covered dependents are seeking health care.

COVID-19 Testing Is Covered

The Governor has ordered all health care plans in Arizona to waive costs for COVID-19 testing. If your healthcare provider orders it, testing will be available to you at no cost, including at out-of-network providers.



Telemedicine Services Are Covered

Using telemedicine can limit your exposure to respiratory diseases like COVID-19. Options for a virtual doctor visit like video chat are available with your benefits plan.

Effective immediately, all copays are being waived for telemedicine services.

Why wait for an appointment, drive to the doctor's office, and sit in a crowded waiting room? Connect with a doctor on your mobile device. Services are available 24/7 so you and your family can get care quickly.

Through live video, doctors review symptoms and medications, perform an exam and may recommend treatment, including prescriptions and lab work, if needed. All doctors are board-certified and extensively trained in telemedicine.

High Deductible Health Plan

For the Aetna High Deductible Health Plan (HDHP) testing for COVID-19 and treatment of COVID-19 are available without a deductible or charge at all providers, including telemedicine.

List of Conditions Treated

Telemedicine can be used for colds, flu, fever, sore throat, vomiting, diarrhea, rash, allergies, heartburn, indigestion, respiratory issues, migraines, pink eye, eczema, acne, and other non-emergency conditions. If you are experiencing an emergency, please call 911.

How to Use Telemedicine

1) Choose the Service: All carriers accept our [Doctor on Demand](#) service, or you can use the services offered by each carrier as listed below:

- **Doctor on Demand** - works with all insurance carriers
- **Aetna** - download [Doctor on Demand](#)
- **Blue Cross Blue Shield** - download [BlueCare Anywhere](#)
- **Cigna** - download [AmWell](#) or [MD Live](#)
- **UnitedHealthcare** - download [AmWell](#) or [Teladoc](#)

2) Download: Find the app you want to use on your device's app store.

3) Register: Get your insurance card and register on the app in a few taps.

4) Connect: Follow the instructions in the app to connect with a doctor in minutes.

Note: You can also receive [25 HIP points](#) for a telemedicine visit. For more information or assistance using telemedicine, visit our page on benefitoptions.az.gov/telemed.

Questions About Your Benefits?

Contact a Benefit Options representative by phone 602-542-5008, toll-free 1-800-304-3687, by email benefitsissues@azdoa.gov or visit benefitoptions.az.gov.

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. Enter company code HC8876C to register.



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