

COVID-19 NOTICE OF TEMPORARY SUMMARY OF BENEFIT CHANGES

State of Arizona Benefit Options

When you enrolled in your health benefit plan (Plan) you received a *Summary of Benefits and Coverage* document (SBC) to help you understand your benefits. The following temporary changes have been made to your Plan.

For the purpose of this notice, cost share means the amount of co-payment, co-insurance and/or deductible which you would otherwise be responsible for when you receive certain health care services.

COVID-19 Testing and Testing-Related Visits

Effective February 4, 2020, through January 20, 2021 or the end of the *Public Health Emergency* period, as declared by the Secretary of the *Department of Health and Human Services (HHS)*, you will not be responsible for any cost share for the following services: approved and authorized COVID-19 diagnostic testing, and testing-related visits at a physician's office, urgent care center, or emergency department of a hospital or alternate facility. Testing must be provided at approved locations in accordance with *U.S. Centers for Disease Control and Prevention (CDC)* guidelines. This cost share waiver applies to services received from both in-network and out-of-network providers.

COVID-19 Treatment

Effective February 4, 2020 through January 20, 2021, unless otherwise extended, you will not be responsible for any cost share, for services received during that period, for applicable covered health care services related to a COVID-19 diagnosis. This cost share waiver applies to office visits/telehealth, inpatient hospital, acute inpatient rehabilitation, long-term acute care, skilled nursing facilities, urgent care and emergency department visits, observation stays for COVID-19 applicable covered services received from both in-network and out-of-network providers. The Plan will waive cost sharing (copays, coinsurance and deductibles) for emergency and medically necessary non-emergency ground ambulance transportation for COVID-19-related or suspected COVID-19-related services.

Telehealth Services/Virtual Visits through a Designated In-Network Provider

Effective March 1, 2020 through January 20, 2021, you will not be responsible for any cost share for virtual visits received from a designated virtual network provider (*BlueCareAnywhere, AmWell, Doctor on Demand or Teladoc*).

COVID-19 Testing Related Telemedicine Visits

Effective March 1, 2020 through January 20, 2021, unless otherwise extended, you will not be responsible for cost share for visits with your medical provider through live audio with video-conferencing or audio-only (telephonic) technology when the visit is related to COVID-19 testing. This cost share waiver applies to services received from in-network providers.

Non-COVID-19 Related Telemedicine Visits

Effective March 1, 2020 through January 20, 2021, unless otherwise extended, you will not be responsible for any cost share for visits with your in-network medical provider through live audio/video-conferencing or audio-only (telephonic) technology for visits that are not related to

COVID-19. Physical, occupational and/or speech therapy visits must be provided live audio/video-conferencing.

Behavioral Health and Substance Use Disorder

All eligible in-network and out-of-network behavioral health care providers who have the ability and want to connect through live audio with video-conferencing or audio-only (telephonic), may do so to support your behavioral health (mental health and substance use disorder) needs.

Effective March 31, 2020 until January 20, 2021, you will not be responsible for any cost share for in-network telehealth/virtual visits and telemedicine outpatient behavioral health visits, including Applied Behavioral Analysis, (ABA) services.

Physical office visits (not telemedicine or telephonic) will pay according to normal Plan benefits.

For more information about this notice, or for assistance, contact: Aetna at 1-866-217-1953; BlueCross BlueShield of Arizona at 1-866-287-1980; Cigna at 1-800-968-7366; UnitedHealthcare at 1-800-896-1067; or Benefit Options at 1-602-548-5008 or 1-800-304-3687.