

**March 9, 2020**

## **Coronavirus (COVID-19) Information and Benefit Updates**

Innovative Health Plan II is committed to the health and safety of our members during the current coronavirus outbreak. Effective March 6, 2020, IHP II has made the following important benefit updates to remove cost and other barriers to ensure our members have access to necessary care.

- IHP II will cover medically necessary diagnostic tests that are consistent with CDC guidance related to COVID-19 without member cost share. IHP II will cover, with no cost share\* to the member, the appropriate medically necessary diagnostic testing for COVID-19, where it is not covered as part of the Public Health Service response, and ensure patient testing and any subsequently needed care are done in close coordination with federal, state and public health authorities.
- IHP II has eliminated prior authorization requirements for diagnostic tests and covered services that are medically necessary and consistent with CDC guidance for members diagnosed with COVID-19. Additionally, members can call the customer service phone number on the back of their member ID card for help with questions related to medical services.
- IHP II is waiving early medication refill limits on 30-day maintenance medications (consistent with a member's benefit plan) and encouraging members to use their 90-day mail order benefit. Member cost sharing will apply as normal. We will also ensure formulary flexibility if there are shortages or access issues. Members will not be liable for additional charges that stem from obtaining a non-preferred medication if the preferred medication is not available due to shortage or access issues.

### **Options for members to refill prescriptions if they are quarantined or do not want to leave home:**

Members should call the pharmacy where they filled the prescription and ask if they offer delivery - many do. If the member wishes to switch to our mail order service, they can do so.

The Centers for Disease Control and Prevention (CDC) website is the best resource for information on preventing and treating the coronavirus.

The health and well-being of our members, associates and communities are our highest priority. IHP II has robust plans in place to ensure we are here to support our members and customers.

For more information:

If you have any questions, please contact our customer service line, 866-342-8152.