



Member Cost-Sharing Updates for Treatment and Testing of COVID-19

April 21, 2020

Please see details below regarding updates in member cost share for testing, treatment and virtual visits and telehealth for COVID-19.

COVID-19 Treatment

HAP will waive member cost-sharing for testing and treatment of COVID-19, according to state and federal guidelines, which includes deductibles, copays and co-insurance associated with treatment for the virus. This cost-sharing waiver is for inpatient or outpatient testing and treatment from an in-network provider and is currently in effect for services rendered through June 30, 2020.

Testing and Virtual Visits and Telehealth

We're also extending the waiving of all member cost share for testing as well as virtual visits and telehealth to June 30. All virtual visits and telehealth services will have cost share waived whether the service was initiated in response to COVID-19 symptoms or other general health concerns.

HAP Plans Affected

The changes above affect HAP members in the following plans:

- Medicare
- Medicaid
- Individual
- Fully insured employer groups

Note: Self-insured employer group customers control their own health benefits and HAP is working with its self-insured customers to determine how they will cover telehealth services.

Reminder!

Only one POS may be submitted on the same claim. Please be sure to submit appropriate COVID-19 treatment and testing codes.