

Dear State of Colorado United Healthcare Members:

We are reaching out to you regarding questions you may have regarding health coverage for COVID-19 testing and treatment.

What if I have symptoms?

Symptoms of COVID-19 can be mild-to-severe and include fever, cough and shortness of breath. If you are experiencing symptoms, please contact your primary care provider. Members are strongly encouraged to call their provider for guidance before booking an appointment through an online system. If you require urgent or emergency care, you are encouraged to contact the facility in advance of seeking care.

The use of telehealth services is also strongly encouraged. UCH has three options for video visits:

- Teledoc can be accessed via www.myuhc.com or through the United Healthcare App
- AmWell can be accessed via the AmWell app, www.amwell.com , or via myuch
- Doctor on Demand can be accessed via the Doctor on Demand app, www.doctorondemand.com or via myuhc

If you need assistance finding a provider, please visit www.myuch.com

What is the cost of testing?

UHC will provide COVID-19 testing for individuals meeting testing criteria with no employee cost share. This means that there will be no deductibles, co-pays or co-insurance for testing related services. Testing normally requires a physician's order.

What if I need follow-up care?

Follow-up care will also be covered by your plan. Employees will be responsible for the normal cost share as outlined in their plans. This may include deductibles, co-pays, or co-insurance. For specifics on your plan, please visit: <https://www.colorado.gov/pacific/dhr/medical>

If you have additional questions please contact the Mines Benefits Office at (303) 273-3052.