



# Q-tips Newsletter

April 2020



## Announcements

Coronavirus (COVID-19) continues to be a challenge across the world for employers and employees alike. As the information available on the virus is quickly updating, we hope you find the points below helpful with staying on top of concerns. As always, Quantum Benefits is here to assist you in any way possible. Stay safe and well!



### New York Law Alerts - Upcoming

- May 2020 – NYC bans testing job applicants for Cannabis.

### 5 Tips to Help Alleviate Employee Anxiety.

1. Administer employee surveys to gauge employee attitudes & feelings.
2. Allow for real-time feedback.
3. Provide guidance on key topics like self-care & staying safe.
4. Call out relevant company resources.
5. Instill confidence in your workforce:
  - What is the company doing.
  - What is likely to happen next.

## CDC Materials (Updated Links):

- Interim Guidance for Businesses and Employers on recommended workplace strategies and guidance on how to decrease COVID-19 spread, information on how to respond to outbreaks, and additional resources found:  
[https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html)
- Printable resources for employer posting and distribution pertaining to the Coronavirus Disease 2019 Outbreak.  
<https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>

## Carrier Updates:

### UnitedHealthcare

UnitedHealthcare waives member cost share for treatment of COVID-19; telehealth, Virtual Visits cost share updates  
UnitedHealthcare is waiving member cost-sharing for the treatment of COVID-19 through May 31, 2020, for its fully insured Commercial, Medicare Advantage and Medicaid plans.

UnitedHealthcare is also waiving cost-sharing for all Virtual Visits with preferred providers—Teladoc<sup>R</sup>, Doctor On Demand<sup>TM</sup> and AmWell<sup>R</sup>—through June 18. This change will only apply to customers who have Virtual Visits through UnitedHealthcare.

## **Anthem**

**Sydney Care** is a mobile app that is available for Anthem members and non-members. It offers a Symptom Checker that matches the user's symptoms to information about how similar people were diagnosed and treated for those symptoms. **Sydney Care** then offers a virtual visit with a board-certified physician. While Sydney Care shouldn't replace a Primary Care Physician, it can be used as a first line of defense if a condition is not an emergency.

A major benefit of **Sydney Care** is that it is available when doctor's offices may be closed. You may also direct your customers to this link that provides all information related to COVID-19 as well as links to **Sydney Care** app.

<https://www.anthem.com/coronavirus/>

In addition, Anthem will waive pocket costs for treatment for COVID-19; members will not have to pay anything out of pocket if they get care for COVID-19 from doctors, hospitals and other health care professionals in their plan's network from April 1, 2020 through May 31, 2020. COVID-19 testing is covered and members will also pay nothing if they have a telehealth visit with a doctor in their plan through June 14, 2020.

## **Cigna, Humana**

Cigna is waiving customer cost-sharing for COVID-19 treatment through May 31, 2020. The treatments that Cigna will cover for COVID-19 are those covered under Medicare or other applicable state regulation. This policy applies to customers in the United States who are covered under Cigna's employer/union sponsored insured group health plans, insured plans for US based globally mobile individuals. Cigna will also administer the waiver to self-insured group health plans.