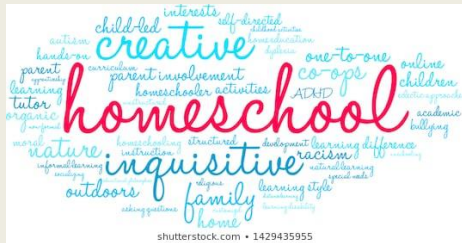




Q-tips Newsletter

October 2020



COVID-19 Important Update from HHS

The national public health emergency has been extended through Jan. 20, 2021, for diagnostic and antibody testing and test-related visits, COVID-19 in- and out-of-network telehealth, and COVID-19 Virtual Visits.

For fully insured groups and ASO groups that elected fully insured standards, in-network treatment for COVID-19 has been extended through Dec. 31, 2020, and out-of-network through Oct. 22, 2020.

Balancing Work with Virtual Schooling

- **Get a head start** – Wake up early and knock out 1-2 things you need to do before everyone else gets up.
- **Divide & Conquer** – Can be useful to have a morning shift & afternoon shift. If you have a spouse, divide into work shifts. If you are a single parent, schedule a phone or video call with a friend or family member during meetings.
- **Create Designated Workspaces for each child.**
- **Adopt a Camp Director Approach** – Write a list of potential activities on a board, set a time & let kids choose how to spend the time from the designated options.
- **Encourage Autonomy** – Allow older children to manage their own schoolwork & personal responsibility without nagging. Allow younger children structured choices.
- **Ask Kids to Help** – When you have an important call to take, ask children not to come in the room if the door is closed.
- **Take Virtual Field Trips** – Take kids on a trip to the Eiffel Tower or to other locations where cameras are set up.

VIRTUAL VISITS

Virtual Visits through Teladoc®, Doctor On Demand™ and AmWell® as of Oct. 1, 2020:

- Beginning Oct. 1, 2020, members will pay the cost-share upfront for both COVID-19 and non-COVID-19 services.
- The Virtual Visit cost-share will revert to customer-specific pre-COVID-19 cost-share.
- Non-COVID-19 Virtual Visit coverage at no cost-share ends Sept. 30, 2020.
- Members will be reimbursed for Virtual Visit cost-share (copayment, deductible, and coinsurance) for COVID-19 Virtual Visits through the public health emergency – currently Jan. 20, 2021.
 - No action is required to facilitate reimbursement to the member. The provider will be responsible for member reimbursement.
 - Please note, the provider member reimbursement process may take up to 60 days.

TELEHEALTH

- The COVID-19 cost-share waiver for in- and out-of-network has been extended through the public health emergency – currently Jan. 20, 2021.
- The non-COVID-19 in-network cost-share waiver ended for telehealth services Sept. 30, 2020.
- UnitedHealthcare will extend in-network expanded telehealth through Dec. 31, 2020.
 - Expanded telehealth allows members to connect with their doctor through live, interactive audio-video or audio-only visits. This includes physical therapy, occupational therapy, speech therapy and chiropractic services (audio-visual only).