

As CalCPA Health continues to monitor the COVID-19 situation and how it affects our members, regular updates will be provided via our web site at [www.calcpahealth.com](http://www.calcpahealth.com).

To follow is a list of frequently asked questions along with some information you may find useful during this time.

### 1. If I have COVID-19 symptoms, what should I do?

- a. Call your doctor or medical group for instructions (or 911 if an emergency).
- b. Doctors and medical facilities(hospitals) are requesting you do not just show up, (unless an emergency) so as not to risk exposing other patients in the waiting room and unprotected medical staff.
- c. The CDC has directed the medical community on the procedures to follow. Your doctor will provide you with the appropriate next steps to take and where to go for evaluation/testing/treatment.

### 2. COVID-19 Testing - how can I get tested?

- Call your doctor (or medical group).
  - Our current understanding is tests are available only through a doctor (or their medical group).
  - Your doctor will apply the CDC guidelines to determine if you are to be tested.
  - Your doctor will provide instructions on where to go to be tested.

### 3. Are COVID-19 tests and treatments covered by my plan?

- Diagnostic tests authorized by a doctor in accordance with the CDC guidelines will be covered by CalCPA Health with no member cost share (coinsurance, copay or deductible).

*Note: self-administered home tests, not ordered by a doctor, are not covered. We are aware of home test companies advertising to submit sales receipt into your health plan for reimbursement. Currently, tests require a doctor's order and be administered by a medical provider to be covered by the plan.*

- Beginning on 04/01/20 through 12/31/20, medically necessary treatment for COVID-19 will be covered by CalCPA Health with no member cost share (coinsurance, copay or deductible). This includes treatment from doctors, hospitals and other health-care professionals in your plan's network.

*Note: All providers will be paid at the in-network rate with no member cost share. Members may still be responsible for charges that exceed the maximum allowed amount for non-participating providers.*

**4. My doctor's office is closed to non-emergency patients what should I do?**

- LiveHealth Online is also available at no cost to you through 09/30/20 and allows you to seek care without having to be seen physically in the office.
- LiveHealth Online has expanded the services they can provide by video or telephone.
- If your condition is not covered by LiveHealth Online, call your doctor or medical group and ask for guidance. Call 911 if you have a medical emergency.
- We have seen medical groups and hospitals publishing lists of open urgent care and other non-emergency open offices. Again, if you have COVID-19 type symptoms they request that you call ahead for instructions to minimize risk of expose other patients and unprotected health care workers.

Visit [www.livehealthonline.com](http://www.livehealthonline.com) and use your CalCPA Health medical card.

**5. Prescription Drugs**

CalCPA Health is encouraging our members to convert their prescriptions to mail order (Home Delivery) to reduce exposure by visiting pharmacies as well as to save member cost (mail order copays and drug costs are less than retail pharmacies). A retail prescription can be changed over to home delivery with a few clicks on the Express Scripts web site or app. Doctors can also electronically send in new prescriptions directly to the mail order pharmacy.

For those with a need for an early refill or 90-day supply at the retail pharmacy CalCPA Health has authorized pharmacists to provide this service. Many drugs are excluded from this program due to state/federal laws and supply, so check with your pharmacist.

Visit [www.express-scripts.com](http://www.express-scripts.com) and use your CalCPA Health PPO or HSA medical card.

CalCPA Health HMO members should visit [www.ingeio-rx.com](http://www.ingeio-rx.com).

**6. Are there any Employee Assistance services available?**

To support our members with behavioral health and emotional wellness during COVID-19, all CalCPA Health medical members now have access to an Employee Assistance Program (via Anthem's website link below) which provides COVID-19 tools and informational resources. Access to this EAP will be available until the end of the national emergency.

Visit <https://www.anthem.com/employer/eap/employee/> and use "EAP Can Help" as the company code to log in.

**7. Are there any other COVID-19 related resources available?**

To help our members cope with the many challenges that COVID-19 presents, the following suite of digital tools and resources are available to all CalCPA Health medical members via the Anthem Member Site.

- **Sydney Care:** delivers personalized engagement and real-time access to health information, telehealth services, and AI-driven symptom checker
- **Family Caregiver Support (via Ianacare):** a free mobile app, consumers can mobilize personal social circles of friends, family, coworkers and neighbors to coordinate practical help with everyday needs
- **Mental Health Resources (via PsychHub):** COVID-19 mental health resource hub
- **Social Care Network (via Aunt Bertha):** a leading social care network, which helps connect individuals and families to free and reduced-cost social services in their communities.
- **Symptom Assessment:** Find out what your symptoms may mean by answering five quick questions. This tool uses guidelines issued by the Centers for Disease Control and Prevention (CDC).
- **Test Facility Finder (via Castlight):** Enter your state and county to quickly locate COVID-19 testing facilities near you.

*Log into your Anthem profile at [www.anthem.com/ca](http://www.anthem.com/ca) and click on “**coronavirus COVID-19**”.*

**8. Where do I go to get the most current information?**

- As COVID-19 information is very fluid, timely updates are available online at [www.calcpahealth.com](http://www.calcpahealth.com).