

UnitedHealth Group Reinforces Actions Taken to Provide Members and Patients with COVID-19 Support and Resources

- *UnitedHealthcare has waived all diagnostic test cost-sharing for insured members*
- *OptumCare clinicians are trained, well-prepared and addressing patients' needs*
- *Optum's Emotional-Support Help Line is free of charge to help anyone dealing with stress and anxiety*

MINNETONKA, MN (March 9, 2020) – UnitedHealth Group (NYSE: UNH), UnitedHealthcare and Optum are taking action to ensure health plan members and patients affected by COVID-19 have the support and resources they need.

"Our top priority is the health and wellbeing of our members and patients – and the safety of those who deliver care," said Dr. Richard Migliori, chief medical officer, UnitedHealth Group. "While the situation is dynamic, we are committed to adapting and supporting those we serve."

Actions to Support Members, Patients and the Community

- Individuals who feel like they may have been exposed to COVID-19 should immediately contact their primary care provider for guidance. Advance telephone calls are highly recommended to ensure safe and proper patient handling.
- As previously communicated, UnitedHealthcare has waived all member cost sharing, including copays, coinsurance and deductibles, for COVID-19 diagnostic testing provided at approved locations in accordance with CDC guidelines for all commercial insured, Medicaid and Medicare members. UnitedHealthcare is also supporting self-insured customers choosing to implement similar actions.
- Optum's Emotional-Support Help Line is available to support anyone who may be experiencing anxiety or stress following the recent developments around COVID-19. The free service can be reached at (866) 342-6892, 24 hours a day, seven days a week and is open to all. In addition, emotional-support resources and information are available online at liveandworkwell.com.
- OptumCare clinicians across the country are well prepared and providing compassionate care to COVID-19 patients of the more than 18 million people we serve through our primary care practices, urgent care centers, and in patient homes and nursing homes.
- To limit the spread of COVID-19, OptumCare clinicians have been trained on the CDC safety and clinical care protocols enabling patients to get the appropriate care, ensure the safety and well-being of the team, and protect others from exposure.
- Eligible UnitedHealthcare and OptumRx members needing help obtaining an early prescription refill can call the customer care number located on the back of their medical ID card for assistance or contact OptumRx customer service (800) 788-4863.

- Health plan members are encouraged to use UnitedHealthcare's **Virtual Visit*** capability, available through the UnitedHealthcare app, to help answer any general questions or concerns they might have.
- UnitedHealth Group is utilizing its advanced analytics capabilities to enhance situational awareness and continuously adapt and evolve support services for members, patients and employees.

For the latest Information

- Because this situation continues to evolve, we encourage people to stay informed by visiting the [CDC](#) website.
- If individuals have travel plans, be sure to check out the [CDC's travel advisories](#), including the recently released [CDC travel guidance for older Americans, people with underlying health concerns and all people planning cruise ship travel](#).