

The latest on COVID-19, including waived testing costs

We are working with UMR to closely monitor the latest developments for COVID-19, also referred to as coronavirus. We are committed to making every effort to protect your health by keeping you safe in your home while still enabling you to get the right care. The COVID-19 situation continues to quickly evolve. For the most updated plan and benefit information, please visit umr.com.

UnitedHealthcare, including UMR, has a team of experts closely monitoring COVID-19. As with any public health issue, they are working with and following all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS), Food and Drug Administration (FDA), and state and local public health departments to support your needs. UMR is in constant communication with us for COVID-19 updates and how they impact employees like you.

What this means for you

If you are experiencing symptoms or think you might have been exposed to COVID-19, please call your health provider right away.

Free access to testing and associated visits

If you meet the CDC guidelines for testing, and it is requested by your doctor, all costs for COVID-19 testing are waived. In addition, costs are waived for visits associated with COVID-19 testing, whether the care is received in a physician's office, telehealth visit, an urgent care center or an emergency department, in or out of network. If you have coverage questions on testing, testing locations, treatments or anything else, please call the number on your health plan ID card.

Talk to your health care provider about telehealth (optional if your plan allows telehealth)

In response to COVID-19 and to allow faster support and to reduce exposure to the virus, telehealth services via live video conferencing are available through the plan.

OptumRx (optional if your PBM is OptumRx)

If you are an eligible UMR and OptumRx member who needs help obtaining an early prescription refill, you can call the number located on your health plan ID card for assistance.

Mental health resources

Please call 866-342-6892 to reach professionally trained mental health experts, free of charge.

For more information, visit umr.com.

