

[COVID-19 Virtual Visits Cost-Share Waiver Discontinuance Customer Email Template]

APPROVED VERBIAGE TO USE WITH CLIENTS

UnitedHealthcare will discontinue the upfront waiver of cost share for Virtual Visits through Teladoc®, Doctor On Demand™ and AmWell® as of October 1, 2020.

- Beginning October 1, 2020, members will pay the cost share for both COVID-19 and non-COVID-19 services up front.
- The Virtual Visit cost share will revert to client specific pre-COVID cost share.
- Non-COVID-19 Virtual Visit coverage at no cost share ends September 30, 2020.
- UnitedHealthcare will reimburse members for Virtual Visit cost-share (copayment, deductible, and coinsurance) for COVID-19 Virtual Visits through the public health emergency.
 - 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.

On October 1, 2020, members accessing myuhc.com will see the following disclaimer based on employer cost share: “If your visit is related to COVID-19, your Virtual Visit provider may reimburse you according to your plan benefits.”