

UHC

EAP – Optum is offering a free emotional support help line for all people impacted. This help line will provide those affected to trained mental health specialists. The company’s public toll-free help line number is 866.342.6892 and will be open 24 hours a day, seven days a week for as long as necessary.

In addition, Optum and UHC members with EAP and behavioral health benefits can access ongoing resources including Critical Incident Response Services (CIRS). We recommend they access through their account-specific support numbers. Emotional support resources and information are also available online at www.liveandworkwell.com

Telehealth – Starting March 31st through June 18th UHC will waive cost-sharing for network, non-COVID-19 telehealth visits for fully insured individual and group market health plans and its Medicare Advantage and Medicaid plans. UHC has previously waived cost-sharing for telehealth visits related to COVID-19 testing. Eligible medical providers who have the ability and want to connect with their patient through interactive live video-conferencing or audio-only can do so.

UHC has also waived cost-sharing for 24/7 Virtual Visits with preferred telehealth providers – Teledoc, Doctor on Demand and AmWell.

UHC will work with self-funded customer who want us to implement a similar approach.

Application or Website: Go to <https://www.myuhc.com/> for updates on your coverage and any alerts specific to Covid-19. A mobile application is also available

UHC’s website for all Covid-19 updates: <https://www.uhc.com/health-and-wellness/health-topics/covid-19>