



COVID-19 AND MHBP

PLAN ADJUSTMENTS TO HELP YOU

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MHBP has made changes to make it financially easier for members to get tested and treated for COVID-19.

Coronaviruses are spread from an infected person to others through the air by coughing and sneezing, as well as through close personal contact, such as touching or shaking hands. When possible, MHBP members may want to use telemedicine as their first line of defense in order to limit potential exposure in physician offices.

Benefit enhancements may continue to update. As of this publication, the following applies:

| DESCRIPTION OF SERVICE | BENEFIT |
|---|---|
| CDC approved diagnostic testing for COVID-19 | All options: Pay 100% for all Centers for Disease Control and Prevention (CDC) approved diagnostic testing performed by in-network (INN) and out-of-network (OON) providers. |
| Treatment for COVID-19 | All options: Pay OON providers at the INN level of benefits. Effective March 25, 2020, MHBP is waiving the cost share for inpatient hospital admissions related to COVID-19 at INN facilities. <ul style="list-style-type: none"> All OON treatment will be paid at the INN level of benefits and INN cost sharing will apply. Cost share will be waived for INN IP treatment. |
| Telehealth | Standard & Value: Continue telehealth consultations through Teladoc® at no cost share. Consumer Option: From March 6, 2020 to June 4, 2020, MHBP will waive the deductible for telehealth consultations through Teladoc. |
| Telemedicine | Standard & Value: From March 6, 2020 to June 4, 2020, cost sharing will be waived for real-time virtual visits offered by INN providers (live video-conferencing and telephone-only telemedicine services). Consumer Option: From March 6, 2020 to June 4, 2020, MHBP will waive the deductible for telemedicine services. |
| Prescriptions | CVS is offering 90-day maintenance medication prescriptions. CVS is also waiving early refill limits on 30-day prescription maintenance medications. CVS is waiving charges for home delivery of prescription medications. Beginning March 22, 2020, CVS/Caremark is extending prior authorization set to expire between March 23, 2020 and June 30, 2020 for 90 days. |

If you are diagnosed with COVID-19 and admitted to the hospital, we'll send you a care package* to help you recover.

It's not chicken soup, but the next best thing. The package includes resources, personal care items and household supplies to help protect your loved ones from potential exposure in your home.

WE'RE HERE TO HELP

To help you get through this, MHBP is offering the following programs at no cost to you:

- Crisis response lines for all members — just call **833-327-AETNA (2386)**
- 24x7 access to the Aetna Nurse Medical Line. Call **800-556-1555** anytime
- Health Coaching through TrestleTree. Health Coaches can discuss:
 - Your stress symptoms and how to monitor them
 - How stress and health are related
 - How to build a personal “toolbox” of stress management techniques
 - Where to find COVID-19 information
 - How to find good social support — even with “social distancing”

TO GET STARTED WITH HEALTH COACHING CALL TOLL-FREE AT 855-580-2801

- **Digital Coaching** — If talking on the phone with a health coach doesn't fit your personality, try online coaching through the digital program. Digital Coaching offers:
- **Health Education** — Find information in the Coaching and Library sections for managing stress and improving sleep health/quality
- **A Wellness Webinar** — Watch a 45-minute webinar session entitled, “Mind your stress with mindfulness.”
- **Wellness Goal Support** — Receive help and guidance on Smoking cessation, Weight management, Nutrition, Physical activity, Depression management, and more

To get started with digital coaching, health education, webinars and wellness support:

- [Login to your Aetna member website](#)
- [Click on “Stay Healthy,” at the top of the landing page](#)
- [Select “Discover a Healthier You” and proceed to the Member Engagement Platform](#)

**While supplies last*

Get the latest information on the coronavirus (COVID-19) outbreak all in one place. Learn science-based recommendations on how best to protect you and your family. Find the facts about the situation in the U.S. as it evolves.

Visit the website: <https://www.coronavirus.gov>

TELEHEALTH BENEFITS

With social distancing, many people are not going to their doctor’s offices and telehealth is alternative that is gaining momentum.

Technology can be especially valuable for people in remote areas or places with few medical professionals. Using portable devices, health care providers can test and treat patients without them coming into the office. This practice is called telehealth.

A doctor in a rural area can consult on a patient’s scan with a specialist in another state. Someone with diabetes can monitor their blood sugar in real-time and have the data sent to their health care provider. Wearable sensors can alert a caregiver if a person with dementia leaves the house. These are all examples of how telehealth is changing medical care.

NIH researchers have been developing new ways to help treat patients where they live. For example, they’ve designed devices that can analyze blood samples for patients at home.

One special device can even detect cancer remotely. It snaps to a smartphone to help diagnose cancer in under an hour. And the test costs less than two dollars per patient.

The device takes a photograph of blood or saliva when mixed with tiny beads that capture cancer cells. The images are then sent to a hospital computer that can diagnose the sample in seconds. Patients can get a diagnosis and start treatment in a single trip to the clinic. This device is being tested in small village clinics in Botswana to detect a type of cancer called lymphoma.

Through advances like this, telehealth is helping medical professionals deliver effective, long-distance care.

MHBP offers access to Teladoc® telemedicine consultations any time, day or night

that is easy to use, private and secure. Teladoc is the nation’s leading virtual care provider with over 3,600 board-certified, state-licensed, primary care physicians, pediatricians and specialists that have on average 20 years of experience and are available by web, phone and the Teladoc mobile app. With Teladoc, you can take care of most common issues such as: cold & flu symptoms, allergies, cough, sinus infection, respiratory infection, eye infection, skin problems and more. You can also see a therapist for ongoing counseling for concerns such as: depression, anxiety, stress, as well as for diet and nutrition assistance.

How to sign up:

1. [Download the iOS or Android App by searching “Teladoc”](#)
2. [Sign-up on the web at \[www.teladoc.com\]\(http://www.teladoc.com\)](#)
3. [Sign-up by phone, call 800-835-2362 \(800-Teladoc\)](#)

Note: Teladoc does not replace your primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulations and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services.

If you have any questions or would like more information about the program, please call MHBP at 800-410-7778.

SOURCES:

National Institutes of Health <https://newsinhealth.nih.gov/>
MHBP.com

