

CORONAVIRUS (COVID-19) Medical Plans and other Health Resources



EXPANDED ACCESS TO CARE FOR COVID-19 TESTING AND TREATMENT

Baptist Health has expanded access to care by waiving, through **September 30**, all of our medical plans' deductibles, copays and coinsurance for employees and their enrolled dependents who meet the Centers for Disease Control and Prevention guidelines for COVID-19 diagnostic testing and whose doctor orders the test. Additionally, deductibles, copays and coinsurance for the following visits related to a positive COVID-19 diagnosis and treatment will also be waived during the same time period:

- Office visits
- Emergency Room visits
- Ambulance transport
- Inpatient admission
- Telemedicine by phone or video
- Acute inpatient rehab
- Long-term acute care
- Skilled nursing facilities
- Other outpatient services

For Boca Regional employees enrolled in Cigna's High Deductible Health Plan (HDHP), having the plan's high deductible waived for outpatient COVID-19 testing and treatment will not disqualify participant's health savings accounts (HSAs).

ADDITIONAL MEDICAL PLAN OFFERINGS OR SERVICES

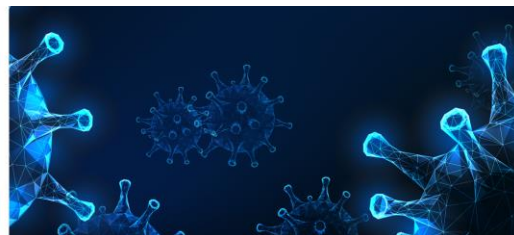
Aetna, UnitedHealthcare and Cigna have adjusted their services for members in response to COVID-19. Following are additional services or offerings for employees covered under either a Baptist Health medical plan or a Boca Regional medical plan:

Aetna – Pineapple Premier Plan

- Through Aetna's Healing Better program, members who are hospitalized with COVID-19 will receive a care package, sent to their home, containing over-the-counter medications from CVS to help relieve their symptoms. The package will also include personal and household cleaning supplies to help keep others in their home protected from potential exposure.
- A Crisis Response Line, **1-833-327-2386**, has been opened for members experiencing anxiety related to COVID-19.
- The Nurse Medical Line, **1-800-556-1555**, provides around-the-clock access to a nurse.
- Aetna's Customer Care line is **1-866-456-3120**.

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UnitedHealthcare – Pineapple Basic Plan

- An Emotional-Support Help Line, **1-866-342-6892**, pairs professionally trained, mental health staff with callers who may be suffering from fear or stress related to COVID-19. This free help line is open 24 hours a day, seven days a week.
- UnitedHealthcare's Nurseline, **1-800-436-9117**, gives members around-the-clock access to a nurse.

Cigna – Core OAP IN, Buy-Up OAP In and High Deductible Health Plan (HDHP)

- A 24-hour telephone help line, **1-866-912-1687**, allows employees and enrolled family members to speak with qualified clinicians about how to cope with anxiety, stress, or other issues related to the impact of the COVID-19.
- For questions about benefits and coverage, visit [MyCigna.com](https://www.MyCigna.com) or call **1-800-244-6224**. Additionally, updated resources, information and helpful links can be found on [Cigna.com](https://www.Cigna.com).

TELEHEALTH VISITS WITH NETWORK PROVIDERS

Baptist Health medical plans are also covering telehealth visits with employees' network providers (Primary Care Physician, Specialist, etc.) just as they would for in-person visits. If these visits aren't related to COVID-19 care as outlined above, these virtual visits over the phone or through videoconferencing may be subject to a deductible, copay or coinsurance.

BAPTIST HEALTH CARE ON DEMAND

As always, Baptist Health medical plan participants and enrolled dependents receive unlimited urgent care telehealth visits at no charge. Others can now use Code **CARE19** for a free visit.

BAPTIST HEALTH PHARMACY HOTLINE

A new hotline has been established specifically for Baptist Health employees and their families who are having a difficult time locating certain medications during this pandemic. For more details, and to inquire about certain medications, please contact the hotline at **786-595-1510**.

MENTAL WELLBEING RESOURCES

- **LIFEWORKS** – Baptist Health's completely confidential Employee Assistance Program available 24/7 anytime you or your loved ones need it. Visit [Login.LifeWorks.com](https://www.Login.LifeWorks.com) or call toll free at 866-656-9983. Boca Regional employees can access their Employee Assistance Program (**AETNA RESOURCES FOR LIVING**) to connect with a consultant 24/7 anytime by calling 1-800-865-3200 (TTY: 711) or visiting <http://www.resourcesforliving.com/> (using username: Boca Raton Regional Hospital and password: eap).
- **Resources for Living (RFL)** – Available to everyone. Includes real-time phone support to help callers cope with the emotional impact of COVID-19.
- **Crisis Text Line** – Expert crisis support for frontline health care workers. Text 741741 from anywhere in the US to text with a trained Crisis Counselor.