

To follow is a list of frequently asked questions along with some information you may find useful during this time. Timely updates will be provided via our web site at www.calcpahealth.com.

1. If I have COVID-19 symptoms, what should I do?

- a. Call your doctor or medical group for instructions (or 911 if an emergency).
- b. Doctors and medical facilities(hospitals) are requesting you do not just show up, (unless an emergency) so as not to risk exposing other patients in the waiting room and unprotected medical staff.
- c. The CDC has directed the medical community on the procedures to follow. Your doctor will provide you with the appropriate next steps to take and where to go for evaluation/testing/treatment.

2. Are COVID-19 tests, vaccine administration and treatment covered by my plan?

In accordance with CDC guidelines, FDA-approved diagnostic tests and vaccines are covered by CalCPA Health with no member cost share (coinsurance, copay and/or deductible) during the public health emergency.

Medically necessary treatment for COVID-19 is covered by your plan; including inpatient, outpatient, respiratory services, DME, skilled care needs and FDA-approved drugs. Applicable member cost shares would apply (coinsurance, copay and/or deductible) based on the plan that you are enrolled in. Telehealth visits to a physician through LiveHealth Online are covered with \$0 copay/coinsurance.

3. How can I get tested?

- Log onto www.anthem.com/ca to access the Testing Site Finder where you can search by address, city or zip code to quickly locate a testing.
- Home Testing Kits are also covered under your medical plan
 - HSA/PPO/HMO members are eligible for reimbursement by submitting a member claim form that includes a receipt from any retailer dated January 15, 2022 or later along with the UPC code from the purchased testing box. Members will be reimbursed up to \$12 for a single test and \$24 for kits that contain two tests; limited to 8 tests per month per covered member.
 - HMO members may also order kits directly through Anthem Member Care or their Syndey Mobile App at no cost.

4. My doctor's office is closed to non-emergency patients what should I do?

- LiveHealth Online allows you to seek care without having to be seen physically in the office with \$0 copay/coinsurance. Visit www.livehealthonline.com and use your CalCPA Health medical card.
- LiveHealth Online has expanded the services they can provide by video or telephone.
- We have seen medical groups and hospitals publishing lists of open urgent care and other non-emergency open offices. Again, if you have COVID-19 type symptoms they request that you call ahead for instructions to minimize risk of expose other patients and unprotected health care workers.

5. Prescription Drugs

CalCPA Health is encouraging our members to convert their prescriptions to mail order (Home Delivery) to reduce exposure by visiting pharmacies as well as to save member cost (mail order copays and drug costs are less than retail pharmacies). A retail prescription can be changed over to home delivery with a few clicks on the Express Scripts web site or app. Doctors can also electronically send in new prescriptions directly to the mail order pharmacy.

For those with a need for an early refill or 90-day supply at the retail pharmacy CalCPA Health has authorized pharmacists to provide this service. Many drugs are excluded from this program due to state/federal laws and supply, so check with your pharmacist.

Visit www.express-scripts.com and use your CalCPA Health PPO or HSA medical card. CalCPA Health HMO members should visit www.ingeio-rx.com.

6. Are there any Employee Assistance services available?

To support our members with behavioral health and emotional wellness during COVID-19, all CalCPA Health medical members now have access to an Employee Assistance Program (via Anthem's website link below) which provides COVID-19 tools and informational resources. Access to this EAP will be available until the end of the national emergency.

Visit <https://www.anthem.com/employer/eap/employee/> and use **"EAP Can Help"** as the company code to log in.

7. Are there any other COVID-19 related resources available?

To help our members cope with the many challenges that COVID-19 presents, the following suite of digital tools and resources are available to all CalCPA Health medical members via the Anthem Member Site.

- **Sydney Care:** delivers personalized engagement and real-time access to health information, telehealth services, and AI-driven symptom checker
- **Family Caregiver Support (via Ianacare):** a free mobile app, consumers can mobilize personal social circles of friends, family, coworkers and neighbors to coordinate practical help with everyday needs.
- **Mental Health Resources (via PsychHub):** COVID-19 mental health resource hub.
- **Social Care Network (via Aunt Bertha):** a leading social care network, which helps connect individuals and families to free and reduced-cost social services in their communities.
- **Symptom Assessment:** Find out what your symptoms may mean by answering five quick questions. This tool uses guidelines issued by the Centers for Disease Control and Prevention (CDC).
- **COVID-19 Testing Site Finder:** Search by address, city or zip code to quickly locate a testing facility.

Log into your Anthem profile at www.anthem.com/ca and click on **"coronavirus COVID-19"**.

8. Where do I go to get the most current information?

- As COVID-19 information is very fluid, timely updates are available online at www.calcpahealth.com.