

COVID-19 Resources

Resource	Description	Contact Method	Your Cost
Aetna/CVS Health 24/7 Nurse Line (Informed Health Line)	<ul style="list-style-type: none"> Talk to a registered nurse anytime, 24/7. Get information on a wide range of health and wellness topics, including COVID-19. The nurse may share emails with you, with links to videos that relate to questions or topics discussed. Nurses cannot prescribe medications or order testing. 	<ul style="list-style-type: none"> 800-556-1555 	<ul style="list-style-type: none"> No cost to you
Aetna/CVS Health Crisis Response Line	<ul style="list-style-type: none"> Aetna Resources for Living (RFL) is offering support and resources to individuals and organizations regarding the Coronavirus. Through this liberalization, those in need of support can access RFL services. http://www.promoinfotools.com/Communications/ecard/Svcs/Wellness/CoronavirusFearsRFL.html Services available: <ul style="list-style-type: none"> In-the-moment phone support to help callers cope with the emotional impact of the event – see 833 number in next column. Informational brochures about dealing with a crisis Community resource referrals including local support services in the local area Online recorded Webinar or transcript from ARFL re: Coronavirus Fears – see links in next column Access to ARFL website – general information on dealing with the stress caused by COVID-19 	<ul style="list-style-type: none"> 833-327-2386 Transcript of recorded webinar: http://www.promoinfotools.com/Communications/Webinars/RFLWebinarWebPages/CoronavirusFearsWaysToKeepCalmTranscript.pdf Recorded Webinar: http://www.promoinfotools.com/Communications/Webinars/RFLWebinarWebPages/CoronavirusFearsWaysToKeepCalmCC.html https://www.resourcesforliving.com/login - User Name: username and Password: password 	<ul style="list-style-type: none"> No cost to you
TELADOC	<p>Receive a video a consult for General Medicine with a licensed practitioner using Teladoc</p> <p>Teladoc is an alternative to Emergency Room and Urgent Care visits for non-emergency medical care.</p> <p>Care is available 24/7/365 by web, phone, and Teladoc mobile app.</p>	<ul style="list-style-type: none"> Teladoc App, available for download on any smartphone or tablet Members must register before calling @ Teladoc.com/Aetna 1-800-835-2362 	<ul style="list-style-type: none"> No cost for Teladoc services March 6 through June 5, 2020
Telemedicine Visit - your physician	<ul style="list-style-type: none"> If your physician provides telemedicine consultations in lieu of an in-person visit, this is covered by the Plan at \$0 cost share to you through June 5, 2020 	<ul style="list-style-type: none"> Contact your physician office if you feel you might be sick and need to discuss this with them. 	<ul style="list-style-type: none"> No cost for telemedicine visit applies through June 5, 2020
CVS Minute Clinic	<ul style="list-style-type: none"> Consult with a Nurse Practitioner 	<ul style="list-style-type: none"> CVS Minute Clinics 	<ul style="list-style-type: none"> No Cost traditional PPO and Low Cost for HDHP's

CVS Minute Clinic App – Video Consult	<ul style="list-style-type: none"> Receive a video consult for General Medicine with a licensed practitioner using the CVS Minute Clinic App <ul style="list-style-type: none"> This is currently not available in Alaska, Georgia, Kansas, Massachusetts, Montana, Nevada, New York, North Carolina, Ohio, and Wisconsin 	<ul style="list-style-type: none"> CVS App, available for download on any smartphone or tablet 	<ul style="list-style-type: none"> \$59 for a video consultation with a health care provider (video visit does not currently accept insurance)
Free Rx Delivery	<ul style="list-style-type: none"> CVS Pharmacies will deliver your prescription drugs to your home, at no cost. 	<ul style="list-style-type: none"> Call your CVS pharmacy if you need your prescription(s) delivered to your home 	<ul style="list-style-type: none"> No cost to you for delivery
Aetna Care Management Program	<ul style="list-style-type: none"> An Aetna nurse will proactively reach out to you if you are at-risk for COVID-19 or have been diagnosed with COVID-19. The Aetna Care Management nurse will walk you through what you can do to protect yourself and your family, and where you can go to get information on the virus. 	<ul style="list-style-type: none"> Aetna nurse will outreach to you 	<ul style="list-style-type: none"> No cost to you. Please accept or return our call
COVID-19 Testing	<p>Your physician can order lab testing for you when appropriate. Your plan will pay the cost for COVID-19 testing ordered by your physician, in full, no cost to you. Your physician can send your lab work to an approved lab. As of today, the following labs are approved, in addition to your public health department:</p> <ul style="list-style-type: none"> LabCorp https://www.labcorp.com/tests/139900/2019-novel-coronavirus-covid-19-naa Quest https://www.questdiagnostics.com/home/Covid-19/HCP/ Accurate Diagnostics Labs https://accuratediagnosticlabs.com/ BioReference https://www.bioreference.com/coronavirus/ Sonic Healthcare https://www.sonichealthcareusa.com/about-us/news/ <p>CVS Minute Clinics will be equipped in the near future to perform testing. More to follow as this becomes available.</p>		
Healing Better	<ul style="list-style-type: none"> If you are hospitalized with COVID-19 Receive the following items from CVS Health <ul style="list-style-type: none"> A ‘full’ box of cleaning products and meds to help with symptoms Materials on ‘self-care’ and ‘how to clean your house’ to prevent spreading the virus within the household <p>Received by you either right before returning home or right after</p>	<ul style="list-style-type: none"> Outreach via identification from claim-based analytics/algorithms 	<ul style="list-style-type: none"> No cost to you
General Information on COVID-19	<p>In addition to www.aetna.com, please visit the following websites for additional information regarding COVID-19:</p> <ul style="list-style-type: none"> https://www.cdc.gov/coronavirus/2019-ncov/index.html https://www.who.int/emergencies/diseases/novel-coronavirus-2019 https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html 		