

Subject Line: Important Updates from HealthTrust Regarding Coronavirus (COVID-19) for all employees enrolled in medical coverage.

Medical and Prescription Coverage Update for HealthTrust Enrollees

As news about the COVID-19 virus continues to unfold, HealthTrust wants to reassure you that we are here for you. We want to help you understand your benefits and the resources available to you and your covered family members. HealthTrust has taken steps to address the outbreak by supporting access of individuals with HealthTrust medical coverage to an initial visit and testing for COVID-19, as well as early refills of existing prescription medications.

Initial Visit and Testing for COVID-19 Available without Cost Sharing

Coverage will be available with no cost sharing (no copays, deductibles or coinsurance) for the initial healthcare provider visit and necessary COVID-19 testing for covered individuals who meet the CDC criteria for testing, as determined by your healthcare provider. Both the initial healthcare visit and testing will be covered at no charge. This includes in-network provider office visits, urgent care visits, or emergency services to test for COVID-19, including an initial screening via telemedicine. If in-network providers are unavailable to conduct testing for COVID-19, coverage will be provided for out-of-network testing.

One-Time Early Prescription Refills

Covered individuals may obtain a one-time early refill of covered prescription medications for either a 30-day or 90-day (maintenance) prescription. With regard to refills of certain drug classes such as opioids, benzodiazepines, and stimulants, early refills may be limited as necessary to take into consideration patient safety risks associated with early refills of these types of drugs. Applicable plan copays will apply to all prescription refills. This one-time early prescription refill is available for individuals with either CVS Caremark or Anthem IngenioRx prescription coverage using the standard refill process or by calling the customer service phone number on your ID card.

Reminder about LiveHealth Online and Anthem's 24/7 NurseLine

LiveHealth Online is available to connect to a doctor through a live video chat on a smartphone, tablet, or computer. The doctors available through LiveHealth Online are trained to screen for COVID-19 and make recommendations for care. The usual copay is being waived for initial visits related to the screening of COVID-19. Simply use your computer or mobile device with a webcam to visit www.livehealthonline.com any time of day or night. Register now so you are ready when you really need it.

Anthem's 24/7 NurseLine (800.544.1901) is also available to covered individuals with questions regarding COVID-19.

Stay Informed! Log in to HealthTrust's Secure Enrollee Portal (SEP)

Visit www.healthtrustnh.org and click on the "Secure Login" box to create an account on the SEP today, if you don't already have one. HealthTrust will provide updates in the SEP as the situation evolves. We encourage you to utilize the resources in the SEP – including digital ID cards, coverage documents, and provider directories – to understand your benefits and the resources you need to stay safe and healthy. These are extraordinary circumstances and we want to do everything we can to help keep you informed. Thank you for your patience and understanding.

As always, you can submit questions regarding your HealthTrust coverage via the Secure Message Center in the SEP, or call HealthTrust Enrollee Services at 800.527.5001.

Please rest assured HealthTrust is closely following developments and will continue to provide updates. Thank you for working together with us to help keep our communities safe and healthy.