

MARCH 11, 2020 | CARRIER

## Aetna: COVID-19 Information for Members

**Effective immediately, Aetna members will have access to the following resources:**

- For the next 90 days, Aetna will offer zero co-pay telemedicine visits – for any reason. Aetna members should use telemedicine as their first line of defense in order to limit potential exposure in physician offices. Cost sharing will be waived for all video visits through the CVS MinuteClinic app, Aetna-covered Teladoc® offerings and in-network providers delivering synchronous virtual care (live video-conferencing) for all Commercial plan designs. Self-insured plan sponsors will be able to opt-out of this program at their discretion.
- Through Aetna's Healing Better program, members who are diagnosed with COVID-19 will receive a care package containing CVS over-the-counter medications to help relieve symptoms. The package will also include personal and household cleaning supplies to help keep others in the home protected from potential exposure.
- Through existing care management programs, Aetna will proactively reach out to members most at-risk for COVID-19. Care managers will walk members through what they can do to protect themselves, where to get information on the virus, and where to go to get tested.
- Aetna is extending its Medicare Advantage virtual evaluation and monitoring visit benefit to all Aetna Commercial members as a fully-covered benefit. This offering will empower members with other conditions that need follow-up care to engage with providers without the concern of sitting in a physician's office and risking potential exposure to COVID-19.

### **How will CVS Health educate members about the COVID-19 outbreak?**

CVS Health is implementing the following programs to educate members about COVID-19 and help address any associated anxiety and stress:

- Opening Crisis Response Lines for all Aetna (Commercial, Medicare, Medicaid) and Caremark members who may be experiencing anxiety related to COVID-19.
- Expanding 24x7 access to the Aetna Nurse Medical Line for all Aetna and Caremark members.
- Providing Aetna plan sponsors with a Resources for Living toolkit with materials specifically developed for members experiencing anxiety related to COVID-19.

Additional information can be located on [aetan.com](https://www.aetna.com):

<https://www.aetna.com/individuals-families/member-rights-resources/need-to-know-coronavirus.html>  
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