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YOU**



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## **What you need to know about the new coronavirus disease called COVID-19**

Containing the spread of this pandemic is a top priority that we all share. These actions have been taken in support of this objective, recognizing the need to act quickly.

**With the passage of the Families First Coronavirus Response Act on March 18, 2020, member cost sharing is waived on ALL the DoD Plans (including the HDHP plans) for:**

- **FDA-authorized COVID-19 tests (already in place)**
- **Health care provider visits (in and out-of-network), urgent care visits, and emergency room visits that result in an order for or administration of the test**

Member cost share that will be waived for the items above may be copays and/or deductible and/or coinsurance depending on provider setting for for Choice POSII and HDHP with Choice POSII). Member cost share that will be waived Traditional Choice in the US for CONUS and with Aetna International Traditional Choice for OCONUS would be deductible and/or coinsurance.

**In working with the DoD NAF HBP with Aetna, your DoD NAF employer has decided that for the next 90 days, your DoD NAF HBP plan with Aetna will offer zero co-pay for 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. Member Cost sharing (copays) will be waived for all Teladoc general medicine and behavioral health consults as well as with in-network providers delivering synchronous virtual care (live videoconferencing). Teladoc is available only on the CONUS plans so this member copay waiver applies only the those covered on the CONUS plans (including the HDHP plans).**

**Just a reminder that Aetna members always have access to the free Informed Health Line (24/7/365) and can speak to a registered nurse at 1-800-556-1555 anytime.**

In addition, your DoD HBP pharmacy program with Aetna will **waive early refill limits on 30-day prescription maintenance medications for all members covered by the DoD NAF HBP.** This applies to any 30-day prescriptions for maintenance medications done at a participating pharmacy in the US for those covered on the CONUS plans as well as any fills done in the US by employees, retirees or covered dependents on the OCONUS plans that are living in the US.

Aetna's Resource for Living, an Employee Assistance Program, is [available to all enrolled in a DoD NAF HBP plan at no cost by calling 1-833-327-AETNA \(1-833-327-2386\)](#). For more information on this no cost program, go to [nafhealthplans.com](http://nafhealthplans.com)

CVS Health is also taking additional steps across the company to address the COVID-19 outbreak and protect patient access to medication.

Beginning immediately, **CVS Pharmacy will waive charges for home delivery of prescription medications (where available)**. With the Centers for Disease Control and Prevention encouraging people at higher risk for COVID-19 complications to stay at home as much as possible, this is a convenient option to avoid coming to the pharmacy for refills or new prescriptions. As CVS pharmacies are located in the US, the applies to the CONUS plans and for any employees, retirees or covered dependents on the OCONUS plans that are living in the US.

## **General Questions and Answers**

### **What is COVID-19?**

The CDC and WHO are actively monitoring the outbreak of a new coronavirus strain called COVID-19, which causes respiratory illness. The virus, which has infected thousands of people worldwide and deaths, originated in Wuhan City, China. As of March 11, 2020, the [World Health Organization has declared the situation a pandemic](#). Additional cases have now been reported in the [United States](#). Visit the [CDC Traveler's Health website](#) for travel notices and precautions.

### **What are the symptoms of COVID-19?**

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure, and even death.

People with heart and lung disease or weakened immune systems, as well as infants and older adults, are at higher risk for upper and lower respiratory tract illness.

### **How is COVID-19 spread?**

Human coronaviruses are usually spread from an infected person to others through the air by coughing and sneezing and through close personal contact, such as touching or shaking hands.

### **What is the official name for the disease caused by the new coronavirus?**

The World Health Organization announced the official name for the disease caused by the new coronavirus on February 11, 2020. The new name is COVID-19, short for "coronavirus disease 2019."