

Subject: USC Postdoc (Aetna) Health Insurance - COVID-19 Update

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From: Dane Pisano

To:

Dear Postdoc,

As the COVID-19 situation continues to evolve, we want to make sure that you remain prepared and informed.

Below, Aetna has provided helpful grid of resources that addresses many common questions and topics of concern regarding COVID-19.

Please know that Aetna and Gallagher Benefit Services are here to support you and your family on all matters regarding your health insurance. Do not hesitate to contact our office or Aetna Member Services for assistance.

Be well and stay healthy!

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General Information on COVID-19	Please visit the following websites for additional information regarding COVID-19: <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	
Testing	We've waived member out-of-pockets costs or cost sharing for COVID-19 diagnostic testing.	
Prescriptions	<ul style="list-style-type: none">• We've waived charges for home delivery of all prescription medications from CVS Pharmacy• We're also actively encouraging 90-day refills of eligible prescriptions and waiving early refill medications to prevent the interruption of medication availability.	
CVS App – MinuteClinic Video Consults	Video visits: If you suspect you may have COVID-19, telemedicine services such as MinuteClinic Video Visits are an effective option for screening. MinuteClinic Video Visits enable patients to talk with a health care provider and have a basic screening to determine their risk for COVID-19, without having to come into a clinic. MinuteClinic Video Visits are available but not all states (currently not available in Alaska, Georgia, Kansas, Massachusetts, Montana, Nevada, New York, North	<ul style="list-style-type: none">• CVS tabl

	<p>Carolina, Ohio, and Wisconsin).</p> <p>Note: at this time there is a cost of \$59 for a video consultation with a health care provider (video visit does not currently accept insurance)</p>	
<p>Teladoc</p>	<p>Telemedicine delivered through the Teladoc app/website. No member cost share for virtual visits until June 4, 2020.</p> <p>NOTE: Provider excuse notes for general medical can be provided if medically necessary for 1-3 days. Nothing beyond the 3 day maximum. Teladoc physicians do not issue return to work/school notes.</p>	<ul style="list-style-type: none"> ● 855 ● WW
<p>Informed Health Line</p>	<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, make better health care decisions, get help preparing for a visit to your doctor, receive emails with links to videos that relate to questions or topics discussed. ● Nurses receive daily updates from the CDC and have been educated on when to refer a patient to a doctor or an ER. 	<ul style="list-style-type: none"> ● 800 ● Info wher on y
<p>Care Management</p>	<ul style="list-style-type: none"> ● Through existing care management programs, Aetna will proactively reach out to members members through what they can do to protect themselves, where to get information on the 	
<p>Aetna Resources for Living</p>	<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 whether or not they have it as part of their benefits. ● Liberalized services include: In-the-moment phone support to help callers cope with the emotional impact of the event ● Informational brochures about dealing with a crisis ● Community resource referrals including local support services in the local area ● Management consultation to help organizations respond to the needs of their employees, even if they're not RFL customers ● Onsite services are available on a fee-for-service basis for companies to help their employees recover from the impact of these events on the workplace ● Resources available for COVID-19 on www.resourcesforliving.com. 	<ul style="list-style-type: none"> ● Emj ● Emj 800
<p>Tips for staying healthy</p>	<ul style="list-style-type: none"> · Wash your hands often · Avoid touching your eyes, nose or mouth · When you sneeze, cover your nose and mouth with a tissue · Clean and disinfect surfaces and objects · Drink plenty of fluids · Aim for eight hours of sleep each night · Eat a well-balanced diet 	