

Dear Aetna Student Health Insurance Plan member,

As you follow the updates on COVID-19 from the [CDC](#) and [the University of Arizona](#), here is some plan information to keep in mind and [Aetna COVID-19 coverage information](#):

COVID-19 Coverage information from Aetna Student Health (greater details can be found here: <https://www.aetna.com/individuals-families/member-rights-resources/need-to-know-coronavirus.html>)

Will Aetna cover the cost of COVID-19 testing for members?[1]

Aetna will waive co-pays for all diagnostic testing related to COVID-19. This policy will cover the cost of physician-ordered testing for patients who meet CDC guidelines, which can be done in any approved laboratory location. Aetna will waive the member costs associated with diagnostic testing at any authorized location for all Commercial, Medicare and Medicaid lines of business. Self-insured plan sponsors will be able to opt-out of this program at their discretion.

What else is CVS Health doing to support Aetna members?[1]

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

- **For the next 90 days, until June 4, 2020, 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 virtual visits through the 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.
- Aetna is **offering 90-day maintenance medication prescriptions for insured and Medicare members.** It is also working with state governments to make the same option available to Medicaid members where allowable. Self-funded plansponsors will also be able to offer this option.
- Aetna is also **waiving early refill limits on 30-day prescription maintenance medications for all members with pharmacy benefits administered through CVS Caremark.**
- Through Aetna’s Healing Better program, **members who are diagnosed with COVID-19 will receive a care package** containing CVS items 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 also offering its Medicare Advantage brief virtual check-in and remote evaluation benefits** to all Aetna Commercial members and waiving the co-pay. These offerings will empower members with questions or concerns that are unrelated to a recent office visit and do not need immediate in-person follow-up care to engage with providers without the concern of sitting in a physician’s office and risking potential exposure to COVID-19.

- Beginning immediately, **CVS Pharmacy will waive charges for home delivery of prescription medications.** With the CDC [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.

How will CVS Health educate members about the COVID-19 outbreak?[1]

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

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

How to use your plan

An ID card can be printed out by going to www.aetnastudenthealth.com, select "The University of Arizona" from the drop down menu, click on "View your School" and select the "Get your ID Card" link. Here you will need to enter your 8 digit student ID and date of birth. You can also request one to be mailed to you by calling Aetna at 866-376-7450.

Maintaining Network Benefits

Under this plan, all three state university campus health services (UA, ASU and NAU) serve as primary care providers for members and a referral may be required for certain services.

Referral is required: for services received within 50 miles of the UA Main Campus (85721). Campus Health is your Primary Care Provider, so come here first. If the community provider refers you for additional care unrelated to your initial visit, the UA Campus Health Service must authorize that referral prior to being seen.

Referral is not required:

- For services received beyond 50 miles (based on zip code where services are received) from the UA Main Campus (85721);
- treatment of an emergency medical condition at an **Emergency Room**; participating **Urgent Care Facilities** (all follow-up treatment received within 50 miles of the UA Main Campus must obtain a referral from the UA Campus Health Service)
- Obstetric and Gynecological Treatment;
- Routine Eye Exams;
- Preventive/Routine Services (services considered preventive according to the Affordable Care Act and/or services rendered not to diagnose or treat an Accident or Sickness);
- Injury to Sound, Natural teeth;
- Impacted Wisdom teeth.

Where can I find a description of my benefits?

Your benefit information is posted in two areas, our website under [Review Policy Information](#) and Aetna's site under [View your insurance plan details](#). If you have questions after reviewing the policy information, please email us chs-insurance@distribution.arizona.edu

What happens if Campus Health is closed?

Campus Health is open Monday, Tuesday, Thursday, and Friday from 8:00am to 4:30pm and Wednesday from 9:00am to 4:30pm. Several options are available for all other times:

1. After Hours Medical Assistance from a Campus Health Provider: 520-570-7898 (no cost)
2. After Hours CAPS Provider: 520-621-3334
3. Nearest In-Network Urgent Care Facility
4. In case of an emergency, head to the nearest Emergency Room
5. Aetna Tela-Doc service and those mentioned on the Aetna page

What if I'm outside the 50 mile referral requirement area or need to find an in-network Urgent Care Facility?

Locating Aetna participating providers: Go to the on-line provider directory: www.aetnastudenthealth.com and select "Find a Doctor, Hospital or Pharmacy". The name of this plan is the Open Choice PPO plan (check referral requirements)