



PREPARING STUDENTS
FOR LIFE

Education Center - Office of Human Resources

COVID-19 and Benefits

Answers to Frequently Asked Questions — Medical Plan

Q: Will my out-of-pocket costs for COVID-19 testing be waived?

A: Yes, your copays, coinsurance and deductibles will be waived until September 20, 2020, for the diagnostic test and any associated visits (doctor's office, urgent care center or telemedicine) related to COVID-19

Q: Can members use the Anthem 24/7 NurseLine if they suspect COVID-19 symptoms?

A: Yes. The free NurseLine has trained nurses to assist with your questions regarding COVID-19, as well as many other medical questions: 1-800-337-4770

Q: What is telehealth or telemedicine?

A: This is a remote visit with a health care provider using a computer or online device. Telemedicine allows health care professionals to evaluate, diagnose and treat patients at a distance, using telecommunications technology.

Q: How do I access Live Health Online, Anthem's telemedicine option?

A: Log on using a computer or your mobile device. The cost of this service is the same as if you were having an in-person visit with an Anthem network provider.

You can also arrange a FaceTime or Skype type of visit with your health care provider. Ask your provider to submit the claim to Anthem using the appropriate telemedicine code (which the provider will have). The claim should process just as if it were a regular fact-to-face visit.

Q: Is a telemedicine or telehealth visit a good option to receive individual health guidance related to COVID-19?

A: Yes, a virtual visit with a medical provider is a secure, efficient and easy alternative to an in-person visit, especially now when we have all been advised to stay home and away from places where people gather. A virtual visit prevents you from spreading a virus and can help protect you

Location: 2651 Burnet Avenue Cincinnati Ohio 45219 TDD: (513) 363-0124

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from getting a virus while waiting with others in a waiting room. It is an easy way to have your questions answered, and have many conditions diagnosed or evaluated, for further in-person treatment. Providers can also “e-scribe” prescriptions right to your pharmacy.