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

Containing the spread of this epidemic is a top priority that we all share. Aetna has taken these actions in support of this objective, recognizing the need to act quickly. In working with the DoD NAF HBP with Aetna, your employer has decided to:

- Have Aetna waive co-pays for all diagnostic testing related to COVID-19. This policy will cover the test kit for patients who meet CDC guidelines for testing, which can be done in any approved laboratory location. Aetna will waive the member costs associated with diagnostic testing at any authorized location in-network location. Copays and in-network would apply on the Choice POSII plan in the US. For the Traditional Choice plans in the US and with Aetna International for OCONUS, the member deductible and/or coinsurance share for diagnostic testing related to the COVID-19 for patients that meet the CDC guidelines would be waived.

- 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 copay waiver applies only to the CONUS 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 fills done at a participating pharmacy in the US for those covered on the plans for CONUS as well as for any fills done in the US by employee, retiree or covered dependent on the OCONUS plans that are living in the US.

**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, this applies to the CONUS plans and for any employee, retiree or covered dependent 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."