Your health and safety are a top priority for the NTCA Group Health Program (GHP) and, now more than ever, it is of the highest importance for you and your family. GHP provides benefits and other resources to help you understand and take action regarding novel coronavirus (COVID-19).

**Medical Plan Coverage**

Testing to confirm COVID-19 infection is covered under all GHP medical plans at **no cost** to participants and covered dependents. The part of any office visit (including telehealth visits), urgent care or emergency room visit **related to the test** is also covered at **no cost**. Other office visits, urgent care and treatment-related services are covered subject to the co-pays, deductibles and/or coinsurance based on the medical plan elected by the participant. **Reminder:** Please call ahead before seeking in-person medical care from a primary care physician, an urgent care center or an emergency room to help those facilities minimize risk.

**Teladoc®**

Virtual care is recommended by the Centers for Disease Control and Prevention (CDC) as the way to get care and help avoid exposure and spread of potentially contagious viruses. GHP’s telehealth service provider, Teladoc, provides medical plan participants and covered dependents high-quality care via phone, video and mobile app, and these visits are covered at a $45 consultation fee (unless the visit results in a test for COVID-19 for which there is no consultation fee.) If an individual is showing signs of coronavirus, Teladoc will refer the person to a primary care physician or other medical professional to be seen in person. Teladoc providers can be reached at (800) 835-2362 or www.teladoc.com.

**Additional Telehealth Update**

On March 17, President Trump announced the expansion of Medicare telehealth coverage during the COVID-19 outbreak. This expansion allows individuals covered under Medicare to receive a wider range of healthcare services from a provider through the telehealth benefit. This change will extend to GHP participants since telehealth services are covered as required under Medicare.

**Prescription Drug (Rx) Benefits**

Express Scripts Inc. (ESI), GHP’s prescription pharmacy manager, allows refills or renewal of a prescription medication when 25%-35% of the current prescription is remaining so you can stay on track with medications. Here are other useful ESI services:

- The Express Scripts Smart90 Program provides options to have a 90-day mail order supply of a prescription(s) delivered right to your door from the Express Scripts Pharmacy.

- You can fill a 90-day supply of certain prescription drugs at thousands of locations throughout the U.S. The 90-day supply is offered at the same price as the mail order co-pay when filled by a pharmacy participating in the Smart90 Program. To locate participating pharmacies, you can search online using www.express-scripts.com or by calling (800) 849-9410 or (877) 703-7338 if you participate in GHP’s Medicare Prescription Drug Plan.

**SEE OTHER SIDE FOR MORE RESOURCES**
• If you currently fill a 30-day supply of a medication using your local pharmacy, ask your physician to write the prescription for a 90-day supply and then fill it at Express Scripts Home Delivery.

• To reduce potential exposure to COVID-19, refill maintenance prescriptions for the maximum quantity allowed (typically up to a 90-day supply) especially if you or a family member are in a vulnerable population.

• Manage and refill your prescriptions online at www.express-scripts.com and learn more about COVID-19 resources at www.express-scripts.com/covid19.

myNurseLine℠
Care counselors are available at (855) 688-9773 through GHP’s service partner OptumHealth. Trained healthcare professionals provide support 24 hours per day, seven days a week to help you and your dependents with health-related questions. This includes prevention, treatment options and information to differentiate between COVID-19, cold and flu symptoms.

UnitedHealthCare/Optum Public Crisis Support Health Line
This toll-free emotional support help line at (866) 342-6892 is free of charge and available to anyone 24 hours a day, seven days a week. Caring professionals will connect you, your family and friends to resources.

Other Resources
These websites will help you stay up-to-date and get information on identifying potential coronavirus infection.

Centers for Disease Control and Prevention (CDC) COVID-19
www.cdc.gov/coronavirus/2019-ncov

World Health Organization (WHO) COVID-19
www.who.int/emergencies/diseases/novel-coronavirus-2019

Visit www.ntca.org/benefits to review the complete NTCA Group Health Program Nondiscrimination Statement.

NTCA GROUP HEALTH PROGRAM
NONDISCRIMINATION STATEMENT

The NTCA Group Health Program complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-828-281-9000.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-828-281-9000.

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