



CVS Health announces COVID-19 resources for Aetna members

In response to the rapidly evolving COVID-19 outbreak, CVS Health announced a series of steps designed to support the health and well-being of Aetna members, ensure patient access to medication, and remove barriers to care.

Effective immediately:

- **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 for all Commercial (including small group Aetna Funding Advantage, AFA), Medicare and Medicaid lines of business. *Self-insured plan sponsors will be able to opt-out of this program at their discretion.*
- **For the next 90 days, 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 Aetna-covered Teladoc® offerings and in-network providers delivering synchronous virtual care (live videoconferencing) for all Commercial plan designs, including small group Aetna Funding Advantage. *Self-insured plan sponsors will be able to opt-out of this program at their discretion.*
- **CVS Pharmacy will waive charges for home delivery of prescription medications.** 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.

- **Aetna will now offer 90-day maintenance medication prescriptions** for Commercial (including small group AFA) and Medicare members and is working with state governments to make the same option available to Medicaid members where allowable. *Self-insured plan sponsors will be able to opt-out of this program at their discretion.*
- **Aetna will waive early refill limits on 30-day prescription maintenance medications** for all members with pharmacy benefits administered through CVS Caremark. *Self-insured plan sponsors will be able to opt-out of this program at their discretion.*
- **Through Aetna's Healing Better program, members who are diagnosed with COVID-19 will receive a care package** containing CVS over-the-counter medications 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 extending its Medicare Advantage virtual evaluation and monitoring visit benefit** to all Aetna Commercial members as a fully-covered benefit. This offering will empower members with other conditions that need follow-up care to engage with providers without the concern of sitting in a physician's office and risking potential exposure to COVID-19.

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

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

Containing the spread of this epidemic and equipping members with the information they need is a top priority we all share. Aetna has taken these actions in support of this objective, recognizing the need to act quickly. At the same time, it is important to us to work closely with you as a partner to bring the right solutions to our mutual customers as this very fluid situation evolves..

Please contact your Aetna representative with any questions.

To follow CVS Health and Aetna news, visit the [Newsroom](#) and the frequently-updated [COVID-19 resource center](#).

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