

Coverage of COVID-19 Services

Dear Employee Health Plan Member (EHP),

We care about your health and well-being. Be assured that Cleveland Clinic has a team of experts closely monitoring COVID-19 in accordance with protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS), Food and Drug Administration (FDA), state and local public health departments. EHP is following the lead of Cleveland Clinic in supporting our health plan members' needs.

To help ensure EHP members access care, all COVID-19 related services will be reimbursed at 100%. We are taking the same approach as we did Influenza. Items covered at 100% include:

- COVID-19 tests
- COVID-19 treatments in doctor's offices, urgent care centers or emergency rooms

We also encourage the use of Express Care Online, which does not require a co-payment.

EHP encourages early refills of maintenance medications so that members have adequate medication on hand. Cleveland Clinic pharmacy staff will work with the EHP to obtain early refill overrides to allow for this.

Members should also consider using the Cleveland Clinic Home Delivery Pharmacy to obtain maintenance medications. Doing so will decrease foot traffic in our family health centers and hospitals and promote social distancing to contain COVID-19 until the situation resolves.

Thank you for your patience and support during this challenging time. We expect the situation will evolve rapidly, and we will continue to keep you updated.

Sincerely,

Cleveland Clinic / Akron General Employee Health Plan