Coverage of COVID-19 Services
Updated January 14, 2022

The following summarizes EHP COVID-19 benefit changes for Florida Weston benefit plan(s). These changes are in effect through March 31, 2022.

Extension of date will be considered one week prior to March 31, 2022.

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.

COVID-19 Related Services:
To help ensure EHP members access to care, services will be covered as follows:
- Services provided for all respiratory and influenza with a COVID-19 related diagnosis, and COVID-19 diagnoses will be covered at 100% in Tier 1, Tier 2 and Out-Of-Network, with specialty copay, ED and inpatient copays waived.
- Prior Authorizations on medications related to the treatment of COVID-19 have been removed.

Over-the-Counter (OTC) Testing Kits
- Employee Health Plan (EHP) members can request reimbursement of FDA-approved over-the-counter (OTC) COVID-19 tests purchased on or after Jan 15, 2022.
- Reimbursement is permitted for up to eight tests per covered individual over a 30-day period (or per month) (i.e., if each kit contains two tests, then the individual can be reimbursed for no more than four kits in a given month). This is in accordance with the federal guidance regarding at-home diagnostic tests or over-the-counter COVID-19 testing.
- For more information regarding the Aetna reimbursement process, visit the COVID-19 Information page on the EHP website.

Testing for School and Travel
- COVID-19 testing for school and travel is a covered benefit effective 3/9/2021 due to state/federal regulation.

Testing for Work
- COVID-19 testing for work is an excluded benefit as it is covered through Occupational Health

Virtual Visits with Providers (such as Express Care Online, Telemedicine, Skype, FaceTime, Zoom):
Virtual Visits are covered 100% for COVID-19 related diagnoses.
Coverage normally includes virtual services provided by MD, DO, PA, NP, and Behavioral Health providers; coverage now also includes all specialties in Tier 1 and Tier 2.
Non COVID-19 reimbursement is based on the provider network tier (Tier 1 at 100%; Tier 2 at $500 deductible 70/30% after applicable copay; Out-of-Network excluded).
eVisits are not real-time visits and are an excluded benefit for all diagnoses

Phone Calls with Providers:
- Phone calls are covered 100% for COVID-19 related diagnoses only.

Pharmacy Services:
- You will not be able to obtain an early refill without the approval of the EHP Pharmacy Management Team. Contact them at 216.986.1050, option 4 or toll free 888.246.6648 if you require an early refill.
- 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 Employee Health Plan(s)

Reimbursement of Co-pays Related to COVID-19:
If you believe you have paid a co-pay for a service related to COVID-19 in error, you may be eligible for reimbursement. Please mail, email, or fax a copy of the following documents to EHP for reimbursement (view contact information below):
- Front of your health plan ID card
- Explanation of Benefits
- Proof of payment
You will receive a check mailed to your home address entered in Workday. Please log in to Workday and confirm your home address is correct. If your check is mailed to an old address or you misplace the check, EHP will not re-issue a check. Allow two months for EHP to process payment and issue a check.

Send requested documentation to:
Cleveland Clinic Employee Health Plan(s)
25900 Science Park Drive
Mail Code AC242