



How will Premera cover COVID-19?

You might have some questions about how your health plan covers COVID-19. Here is some helpful information about your coverage:

- In-network testing for COVID-19 and the related visit for testing are covered under your health plan with copays and deductibles waived. This applies to both the test(s) and the related provider visit. If you cannot find an in-network provider, you can receive treatment or testing from another provider within a reasonable distance at no extra cost. You do not need preapproval for these services. Depending on your plan, other treatment might be subject to copays and deductibles.
- Masks are not covered by your health plan and can't be paid for through your health savings account.
- We have adjusted our "refill too soon" policy to ensure customers have needed medications on hand. Just let your pharmacist know that you want an added supply at home based on the COVID-19 outbreak. You also have access to mail order prescriptions for 90-day supplies.

To learn more about Premera's response to the coronavirus outbreak, visit our dedicated website at <https://www.premera.com/wa/provider/coronavirus-faq/>



How will Kaiser Permanente cover COVID-19?

Emergency order from Washington state Office of the Insurance Commissioner affects cost sharing, prescription refills

In response to the Office of the Insurance Commissioner's [emergency order](#) regarding COVID-19, Kaiser Permanente Washington has made some changes to cost-sharing and prescription refills.

Cost sharing

For all Kaiser Permanente health plans, cost sharing (deductibles, copayments, and coinsurance) will be reduced to zero dollars (\$0.00) for medically necessary screening and testing for COVID-19. This includes office visits, associated lab testing, and radiology services in a plan hospital, emergency or urgent care setting, or medical office. This cost sharing reduction will apply to all Kaiser Permanente and other plan (participating) providers.

If a member is diagnosed with COVID-19, all treatment including but not limited to hospital, transportation and pharmacy services will be covered in accordance with the terms and conditions set forth in the coverage document for the member's health plan.

Prescription refills

Our pharmacy staff in Washington will allow early prescription refills in compliance with the state's emergency order issued on March 5, 2020. We will also allow early refills in Oregon, as our Northwest operations include both Washington and Oregon. Unless there is clinical concern, early refill requests for non-controlled

substances will be allowed when the patient has a current supply of 30 days or less.

Questions? Please call Member Services at 1-888-901-4636, Monday through Friday, 8 a.m. to 5 p.m.

New approaches to caring for you include:

Telehealth & In-Person Care

- To serve the best interest of our members, patients, and community, we are taking steps to evolve the way we deliver care.
- We will continue to provide excellent care for our members through our broad array of virtual care options and in-person when necessary. Allowing patients to stay home and still get care will help address the community spread of COVID-19.
- Beginning on Wednesday, March 18, some Kaiser Permanente medical facilities and all CareClinics at Bartell Drug locations will be redeployed to serve the critical needs of our patients.
- Patients with urgent and essential care needs will continue to receive in-person care at the following location: Riverfront in Spokane. All current urgent care locations will continue to provide in-person care.
- We are proactively reaching out to members to convert nonurgent in-person visits to a telehealth option.
- You will continue to have a choice of phone, CareChat, video, e-visits, or in-person visits for essential care.

Nonurgent Surgeries and Procedures

- To ensure we have capacity and equipment to care for the potential of more critically ill patients, Kaiser Permanente will be postponing nonurgent surgeries and procedures, and have started notifying patients who were scheduled.
- We will be proactively reaching out to members to postpone/reschedule appointments.

Pharmacies, Imaging and Laboratory Services

- Riverfront in Spokane will continue to provide in-person pharmacy, imaging, and laboratory services. In Spokane, an additional option for pharmacy services is available at Lidgerwood.
- Whenever possible, please fill your prescriptions through our mail-order service. You can avoid standing in line at the pharmacy, and, depending on your plan and prescription, you may get 3 months' supply for the price of 2 months. Sign up and receive your medications in about 3 to 5 business days.
- For urgently needed prescriptions, in Spokane we offer same-day home delivery of many prescriptions. Please call 1-800-245-7979 to arrange home delivery.
- We are engaging with our pharmacy partners in the community and will continue to communicate further adjustments to pharmacy access during this period of temporary service delivery changes.
- As we transition into a more virtual environment, we encourage you to register at kp.org/wa

Questions?

For more information about the coronavirus (COVID-19), visit our website at <https://wa.kaiserpermanente.org> or, call Member Services at 1-888-901-4636 Monday through Friday, 8 a.m. to 5 p.m.