



Health Plans Office

COVID-19 RESOURCE EDITION

COVID-19 RESOURCES FOR LADWP SPONSORED HEALTH PLANS

With the surge in COVID-19 cases throughout the nation, you may have questions about access to your health care, resources and support. The following information contains the most recent updates for you and your covered dependents and is subject to change. For any questions, you may contact your health carrier directly (contact information is provided below for each health carrier) or the LADWP Health Plans Administration Office at (213) 367-2023.

TYPES OF COVID-19 TESTING

The following table describes the main differences between the different types of clinical tests available, a molecular diagnostic test, antigen test and an antibody test.

>>	Molecular Diagnostic Test (also known as PCR)	Antigen Test (also known as Rapid Response)	Antibody Test
Purpose:	Determines if you are currently infected with COVID-19. A positive test does not mean a person is protected from COVID-19 in the future. Considered the “gold standard” as it is the most accurate and reliable test.	Determines if you are currently infected with COVID-19. A positive test does not mean a person is protected from COVID-19 in the future. A negative test may also need to be verified through a Molecular Test if symptoms are present.	May indicate a past COVID-19 infection. Does not indicate if you have a current infection. A positive test may not indicate prior exposure to COVID-19 and does not mean a person is protected from COVID-19 in the future.
How Test is Conducted:	A nasal swab is the preferred testing method. Other methods such as a throat swab may be utilized to collect a sample.	A nasal swab is the preferred testing method. Results may be available in an hour or less.	Requires a blood sample.
Should you get tested?	Talk to your doctor or health care provider.	Talk to your doctor or health care provider.	Talk to your doctor or health care provider.



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KAISER PERMANENTE (KAISER) (800) 464-4000

Main Website: www.kp.org

COVID-19 Website: <https://healthy.kaiserpermanente.org/southern-california/health-wellness/coronavirus-information>

Kaiser Permanente members will not have to pay for costs related to COVID-19 screening, diagnostics or testing if referred by a Kaiser Permanente doctor. All medically necessary treatment for COVID-19 is available at no cost to all fully insured members through the ongoing national public health emergency.

How To Get Tested With Kaiser?

Call your Kaiser doctor if you are having symptoms.

- **In-Person, Phone or Video Visit:** You may schedule an in-person, phone or video visit with a doctor via phone call at (800) 464-4000, the Kaiser Permanente app or at <http://www.kp.org>.
- **E-visit:** If you believe you have COVID-19 or have been exposed to someone who has COVID-19, please visit: <https://healthy.kaiserpermanente.org/southern-california/sign-on#/signon>. Select “COVID-19, Cold, Flu, Cough, Sore Throat: Testing and Off Work/School Note” and answer questions about your symptoms to get care guidance and any necessary prescriptions. **Note:** To access E-visit, you must be registered for an online account with Kaiser.
- **At-Home Collection Kit:** Some individuals find that it is more convenient or feasible to get tested with an at-home collection kit. These kits are mailed to your residence. After following the collection sample instructions, you will register online, package and mail back your sample to the designated lab. Your results will be provided after the lab receives your sample and completes the test. Kaiser will cover the cost if the kit is authorized by the FDA and ordered by a licensed facility/lab. There are multiple licensed facilities/labs that provide at-home collection kits. If you are not able to locate a licensed facility/lab, you may request a kit from Pixel by LabCorp via their website at: www.pixel.labcorp.com/node/32051/questionnaire. Select the “I’d like to use my insurance” option and enter your insurance information when prompted.

Reimbursements – If you get tested for COVID-19 and are charged, please submit a reimbursement claim to Kaiser by visiting the following link: www.kp.org/coverageandcosts and signing into your Kaiser account. Select “Helpful resources”, click on “Submit a claim” and follow the instructions.

Vaccine Information – For the latest information from Kaiser on COVID-19 vaccines, please call (855) 550-0951.



Kaiser Permanente Mobile App

If you have a smartphone and/or tablet, you may download the “Kaiser Permanente” app to manage your plan and health online. The app is accessible 24/7 and provides you with access to several features, such as scheduling appointments, filling prescriptions and obtaining your health records information. To download the app on your device, visit the Google Play Store for android devices or visit the Apple App store for iOS devices. Search for “Kaiser Permanente”.

Prescriptions

Kaiser encourages its members to use mail order for nonurgent prescriptions and refills. Please visit <http://kp.org/rxrefill> to sign into your account and initiate a prescription refill. For urgent prescriptions, please visit your closest available Kaiser pharmacy.

Emotional Wellness Resources

For self-care tools, tips, activities, classes, support groups, healthy lifestyle programs, online-self assessments, please visit the emotional wellness center at <https://healthy.kaiserpermanente.org/health-wellness/mental-health/tools-resources>. Wellness coaching by phone can be accessed by calling (866) 862-4295. Members may also access various articles on how to stay healthy during the COVID-19 pandemic at <https://thrive.kaiserpermanente.org/thrive-together/covid-coronavirus-articles>.

UNITEDHEALTHCARE (UHC)

HMO Plan (800) 624-8822

PPO/Owens Valley Plans (866) 783-7481

Main Website: www.myUHC.com

COVID-19 Website: www.uhc.com/health-and-wellness/health-topics/covid-19

UHC members will have no cost-sharing (copayment, coinsurance or deductible) for COVID-19 testing and testing-related visits through the national public health emergency period. Tests must be FDA-authorized to be covered without cost-sharing.

How To Get Tested With UHC?

Call your doctor or health provider if you are having symptoms. If you need your doctor or health provider's information, you may sign into the www.myUHC.com website. **Note:** To access your UHC account, you must be registered for an online account with UHC.

- **Symptom Checker:** UHC provides a free online symptom checker with Buoy to assess your risk for COVID-19 and get treatment options. Please visit the Buoy website at www.buoyhealth.com/symptom-checker/?configuration=uhc&concern=coronavirus.
- **Diagnostic Testing Location:** To find a COVID-19 diagnostic testing location in your area, please visit: <https://covid19testcenterlocator.uhc.com/ctcl#/CTC-Search>. Some testing locations may not be in your plan's network. If a provider determines that it is necessary for you to receive a COVID-19 diagnostic test, UHC will cover FDA authorized tests.
- **Telehealth:** Ask your health provider if you may have a telehealth visit to assess your symptoms. Additional information is available at www.uhc.com/health-and-wellness/health-topics/covid-19/telehealth-options.
- **Virtual Visits:** With Virtual Visits, you can talk to a health care provider online 24/7 for urgent care needs. Sign in to www.myUHC.com to access your Virtual Visits benefit.
- **At-Home Collection Kit:** Some individuals find that it is more convenient or feasible to get tested with an at-home collection kit. These kits are mailed to your residence. After following the collection sample instructions, you will register online, package and mail back your sample to the designated lab. Your results will be provided after the lab receives your sample and completes the test. UHC will cover the cost if the kit is approved by the FDA and ordered by a licensed facility/lab. There are multiple licensed facilities/labs that provide at-home collection kits. **Note:** Asymptomatic HMO members must contact UHC prior to obtaining the at-home collection kit. If you are not able to locate a licensed facility/lab, you may request a kit from Pixel by LabCorp via their website at: www.pixel.labcorp.com/node/32051/questionnaire. Select the "I'd like to use my insurance" option and enter your insurance information when prompted.

UnitedHealthcare Mobile App

If you have a smartphone and/or tablet, you may download the "UnitedHealthcare" app to manage your plan and health online. The app is accessible 24/7 and provides you with access to several features, such as locating network care locations, video chatting with a provider, and obtaining your health records information. To download the app on your device, visit the Google Play Store for android devices or visit the Apple App store for iOS devices. Search for "UnitedHealthcare".

Prescriptions

Please visit www.myUHC.com to sign into your account and initiate a prescription refill. Home delivery options are available. For urgent prescriptions or for assistance filling an early prescription refill, please call the customer care number located on your medical ID card for assistance.

Emotional Wellness Resources

UHC offers a free 24/7 emotional support line with Optum at (866) 342-6892. The Optum Help Line is staffed by professionally trained mental health experts.

Reimbursements

If you get tested for COVID-19 and are charged, please submit a reimbursement claim to UHC by signing into www.myUHC.com, click the "Claims & Accounts" tab, then click the "Submit a Claim" tab. Please follow the instructions on the "Online Submission Form".

Vaccine Information

For the latest information from UHC on COVID-19 vaccines, please visit: www.uhc.com/health-and-wellness/health-topics/covid-19/vaccine.

HEALTH PLAN OF NEVADA (HPN) (800) 777-1840

Main Website: www.myhpnonline.com

COVID-19 Website: www.healthplanofnevada.com/Member/COVID19-Updates

HPN members will have no cost-sharing (copayment, coinsurance or deductible) for COVID-19 testing and testing-related visits through the national public health emergency period. Tests must be FDA-authorized to be covered without cost-sharing.

How To Get Tested With UHC?

Call your doctor or health provider if you are having symptoms. If you need your doctor or health provider's information, you may sign into the <https://member.healthplanofnevada.com> website. **Note:** To access your HPN account, you must be registered for an online account with HPN.

- **Symptom Checker:** HPN provides a free online symptom checker with Buoy to assess your risk for COVID-19 and get treatment options. Please visit the Buoy website at www.buoyhealth.com/symptom-checker/?configuration=nevada_hpn&concern=coronavirus.
- **Diagnostic Testing Location:** To find a COVID-19 diagnostic testing location in your area, please visit: <https://covid19testcenterlocator.uhc.com/ctcl#/CTC-Search>. Some testing locations may not be in your plan's network. If a provider determines that it is necessary for you to receive a COVID-19 diagnostic test, HPN will cover FDA authorized tests.
- **Telehealth:** Ask your health provider if you may have a telehealth visit to assess your symptoms.
- **24/7 Advice Nurse:** Call (800) 288-2264 for assistance in determining your best care options. You may be directed to have a virtual visit, urgent care visit or make an appointment with your primary care provider.
- **Virtual Visits:** With Virtual Visits, you can talk to a health care provider online 24/7 for urgent care needs. Enroll and receive care via www.NowClinic.com.
- **At-Home Collection Kit:** Some individuals find that it is more convenient or feasible to get tested with an at-home collection kit. These kits are mailed to your residence. After following the collection sample instructions, you will register online, package and mail back your sample to the designated lab. Your results will be provided after the lab receives your sample and completes the test. UHC will cover the cost if the kit is approved by the FDA and ordered by a licensed facility/lab. There are multiple licensed facilities/labs that provide at-home collection kits. **Note:** Asymptomatic HMO members must contact HPN prior to obtaining the at-home collection kit. If you are not able to locate a licensed facility/lab, you may request a kit from Pixel by LabCorp via their website at: www.pixel.labcorp.com/node/32051/questionnaire. Select the "I'd like to use my insurance" option and enter your insurance information when prompted.

Health Plan of Nevada Mobile App

If you have a smartphone and/or tablet, you may download the "MyHPN" app to manage your plan and health online. The app is accessible 24/7 and provides you with access to several features, such as talking with an advice nurse, video chatting with a provider, and obtaining your health records information. To download the app on your device, visit the Google Play Store for android devices or visit the Apple App store for iOS devices. Search for "MyHPN".

Prescriptions

Please visit: <https://www.optumrx.com/public/landing> to sign into your account and initiate a prescription refill. Home delivery options are available. For urgent prescriptions or for assistance filling an early prescription refill, please call the customer care number located on your medical ID card for assistance.

Emotional Wellness Resources

Please call (800) 720-7253 or visit: www.healthplanofnevada.com/Member/Health-And-Wellness

Reimbursements

If you get tested for COVID-19 and are charged, please submit a reimbursement claim to HPN by downloading their claim form at <https://www.healthplanofnevada.com/-/media/Files/HPN/pdf/Forms/Nevada-Claim.ashx?la=en&hash=626A784E84939E896E3F6BDB052545E9>. Please follow the instructions on the form and return it to HPN.

Vaccine Information

For the latest information from HPN on COVID-19 vaccines, please visit: www.healthplanofnevada.com/Member/COVID19-Vaccine.



AETNA RESOURCES FOR LIVING (LADWP EMPLOYEE ASSISTANCE PROGRAM)

(888) 439-7327

Website: www.resourcesforliving.com

User Name Log In: LADWP

Password: eap

LADWP's Employee Assistance Program (EAP) vendor, Aetna Resources for Living, provides resources to assist you and your covered dependents cope during this challenging time. Please visit the EAP website for videos, articles, and webinars on a variety of COVID-19 resources. EAP counselors are accessible 24/7, 365 days year, and may be requested by calling (888) 439-7327 or via the www.resourcesforliving.com website.

LADWP provides dedicated EAP counselors available Monday through Friday between the hours of 7:00 a.m. and 3:00 p.m. You may request a counseling telehealth appointment by calling (213) 367-3562.

UNION SPONSORED HEALTH PLAN INFORMATION

For information regarding COVID-19 and the Anthem Blue Cross health insurance plans sponsored by the International Brotherhood of Electrical Workers, Local 18, please visit the following websites:

- <https://www.anthem.com/ca/coronavirus>
- <https://www.ibewlocal18.org/wp-content/uploads/2020/12/IBEW-L18-COVID-19-Benefit-Resources-Flyer.pdf>

Avoid COVID-19 Scams

As COVID-19 vaccine distribution begins, please protect yourself by not giving out your personal information. Some examples of potential scams include being asked to pay out of pocket to get the vaccine, being asked to pay to put your name on a vaccine waiting list or to get early access, advertisements for vaccines through social media platforms, email, telephone calls, online, or from unsolicited/unknown sources, and marketers offering to sell or ship doses of the vaccine for payment. If you believe you have been the victim of COVID-19 fraud, immediately report it to the FBI at (800) 225-5324.

OTHER RESOURCES

For additional information regarding COVID-19, please visit the following websites:

City of Los Angeles

<https://corona-virus.la>

Los Angeles County Department of Public Health

www.publichealth.lacounty.gov/media/Coronavirus

California Department of Public Health

<https://www.cdph.ca.gov>

Centers for Disease Control and Prevention

<https://www.cdc.gov>

Coronavirus.gov

<https://www.coronavirus.gov>

World Health Organization

<https://www.who.int>

