



COVID-19 Coverage Updates and Resources

We are living in an unprecedented time and it's easy to feel unnerved by all the uncertainty. But if you are covered by a HealthTrust medical plan, you should feel reassured that we continue to monitor developments regarding COVID-19 coverage and remain committed to providing the coverage and support you need. On June 4, 2020, the HealthTrust Board of Directors decided to extend the waiver of cost-sharing (copayments, deductibles and/or coinsurance) under HealthTrust medical plans for all in-network medically necessary COVID-19 treatment received through December 31, 2020.

Medical Coverage Update

HealthTrust initially waived cost-sharing as required by federal and state law with respect to the initial diagnostic visit and testing as well as all in-network medically necessary treatment of COVID-19 delivered via telehealth. We then voluntarily extended the waiver of cost-sharing to all in-network medically necessary treatment of COVID-19 in any setting (including inpatient, urgent care, emergency room and outpatient office visits) received between April 1 and May 31, 2020, which was later extended through June 30, 2020.

This new decision by the HealthTrust Board of Directors extends the time period covered by this temporary waiver through December 31, 2020. The waiver eliminates all cost sharing for individuals covered by a HealthTrust medical plan as long as they receive medically necessary treatment for COVID-19 from doctors, hospitals, and other healthcare professionals in their plan's network.

Additional Resources

LiveHealth Online is available to individuals covered by a HealthTrust medical plan (except for Medcomp Three). You can use LiveHealth Online to connect to a doctor through a live video chat on a smartphone, tablet, or computer. The doctors available through LiveHealth Online are trained to screen for COVID-19 and make recommendations for care. Simply use your computer or mobile device with a webcam to visit www.livehealthonline.com any time of day or night. Register now so you are ready when you really need it.

Anthem's 24/7 NurseLine (800.544.1901) is also available to covered individuals with questions regarding COVID-19.

LifeResources Employee Assistance Program: Great new website with resources about COVID-19. Click on the LifeResources button on your SEP home page or visit mylifeexpert.com and enter the username – healthtrust – and the password – resources. Or call LifeResources at **800.759.8122**.

Contact HealthTrust

As always, you can submit questions regarding your HealthTrust coverage via the Secure Message Center in the SEP, or call HealthTrust Enrollee Services at **800.527.5001**.

COVID-19 Resources Available through the SEP

If you are covered by a HealthTrust plan, you can access many resources online through the HealthTrust Secure Enrollee Portal (SEP), including frequently updated sections on COVID-19 related coverage. Through the Single Sign-On buttons on the SEP home page, you can also access information and resources by clicking on the buttons to pass through to other websites including (depending on your coverage) Anthem, CVS Caremark, Delta Dental, Onlife Health, and LifeResources Employee Assistance Program (EAP).

Create an account if you don't already have one, and log in regularly for access to these resources:

- **COVID-19 Tile** - Updates regarding HealthTrust coverage for COVID-19 testing, initial visits, treatment and online visits through LiveHealth Online and ConvenientMD.
- **Enrollment/Membership info** - Coverage documents and digital ID cards.
- **Anthem button** – Direct access to Anthem website for coverage and claims information as well as Anthem's new COVID-19 section with information about assessing your risks, getting tested, and more.
- **Delta Dental button** – Direct access to Delta Dental website for information about maintaining good oral health at home during the COVID-19 crisis, what to do if you have a dental emergency, and other tips.
- **CVS Caremark button** - Quick access to CVS Caremark website for prescription information as well as a COVID-19 Resource Center to learn your options for filling prescriptions during this pandemic, and other information.
- **Benefit Advantage button** – for information about new FSA-eligible over-the-counter products.
- **Onlife Health button** – Direct access to Onlife Health's website for Slice of Life information and resources, plus a Coronavirus Resource Center with videos, infographics and articles on social distancing, hand washing, ways to stay safe if you are at high risk, and more.
- **LifeResources EAP button**- Direct access to EAP website for timely and frequently updated content on COVID-19 including setting up a home office, slowing the spread of the virus, COVID-19 FAQs, and more.

To create your account on the SEP, visit www.healthtrustnh.org and click on the orange "Secure Login" button on our home page then "New User," and follow the prompts to enter your information and accept the Terms of Use. Then log in often to access your digital ID cards, coverage documents, the Secure Message Center and many other tools and resources.