

# COVID-19 Update

## GEHA Plan Information and Resources

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# Welcome



- > Paul Aitken, MD, MPH  
Chief Medical Officer,  
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# Today's Agenda

- > Our commitment to you
- > COVID-19 coverage details
- > Managing your health
- > Protecting yourself and others
- > FAQs
- > Real-time Q&A chat throughout today's conversation



# GEHA's Commitment to Our Members

- > Be your trusted health care partner
- > Empower you to be healthy and well
- > Be flexible, nimble and available to you during the COVID-19 pandemic



# COVID-19 Coverage Details

Paul Aitken, MD, MPH  
Chief Medical Officer, GEHA

# COVID-19: Your Medical Plan Coverage

- > **GEHA is covering (a) diagnostic testing for COVID-19 and (b) associated visits in connection with the diagnostic testing for COVID-19, at no cost to members who see in-network providers.**
  - This includes waiving deductibles, co-insurance and copayments.
- > **Other costs beyond testing and associated visits are covered** based on members' medical plan benefits.
- > **GEHA has eliminated prior authorization and referral requirements related to COVID-19.**
- > **GEHA will provide coverage for a COVID-19 vaccination, if and when it becomes available.**



# Advanced Prescription Planning Support

- > **GEHA is waiving prescription refill limits on maintenance medications.**
  - Members can obtain an additional supply of medication
    - 30-day supply at retail
    - 90-day supply through mail order
  - Members are responsible for any applicable copay/co-insurance on these early refills.
  - **Questions? Call GEHA Customer Care 800.821.6136**



# Managing Your Health

Alissa Zerr, MPH, BSN, RN  
Director of Population Management, GEHA



# Proactively Supporting Members

- > Every medical plan member\* has a Care Team at GEHA, including an assigned nurse to help you navigate your health plan and health care needs.
- > GEHA Care Teams are proactively reaching out to members to provide personalized support based on your needs, your plan and your location.

## Did you know?

When members reach out to GEHA Customer Care during business hours, you will be connected with your personal nurse.



## Uninterrupted Access to Safe Medical Care

- > **GEHA offers virtual care coverage** and provides members access to 24/7 online doctor visits through MDLIVE.
- > Licensed therapists also available by appointment.
- > **Questions? Call GEHA Customer Care 800.821.6136.**



## GEHA's 24/7 Health Advice Line

- > GEHA medical members can **speak with a registered nurse 24/7.**
- > Get help evaluating symptoms to determine the best next step to manage your health care needs.
- > **Call 888.257.4342 to speak with a nurse 24/7.**



# Protecting Yourself and Others

Paul Aitken, MD, MPH  
Chief Medical Officer, GEHA



## Follow CDC COVID-19 Prevention Guidelines

- > Clean your hands often.
  - Use soap and water for at least 20 seconds.
  - If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.
- > Avoid touching your eyes, nose and mouth with unwashed hands.

# Practice Social Distancing

- > Avoid close contact with people who are sick.
- > Put distance (6 feet) between yourself and other people if COVID-19 is spreading in your community.

**This is especially important for people who are at higher risk of getting sick**







## Stay Home

- > Stay home if you are sick, except to get medical care.
- > Explore virtual care options.

**If you develop a fever and symptoms**, such as a cough or difficulty breathing, call your health care provider for medical advice.



## Cover Coughs and Sneezes

- > Use the inside of your elbow or use a tissue to cover your mouth and nose.
- > Throw used tissues in the trash.
- > Immediately wash your hands with soap and water for at least 20 seconds or with a hand sanitizer that contains at least 60% alcohol.





## Clean and Disinfect

- > Clean and disinfect frequently touched surfaces daily.
- > If surfaces are dirty, clean them.
  - Use detergent or soap and water prior to disinfection.



## We Are Your Health Partner—Today and Every Day.

- > GEHA Care management resources are available to you—now and into the future.
- > We will continue to empower you to be healthy and well.

# Member FAQs



# FAQs

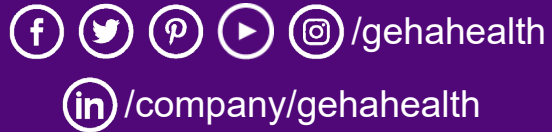
- > **Live chat** has been available throughout this webinar
- > Please refer to [CDC.gov](https://www.cdc.gov) with general questions regarding COVID-19
- > If you are viewing this content at a later time, GEHA Customer Care can be reached at **800.821.6136**

# Resources

# Helpful Resources for GEHA Members

- > COVID-19 Medical Plan Coverage Information
  - <https://www.geha.com/geha-blog/healthy-living/2020/03/16/coronavirus-what-you-should-know>
- > GEHA Customer Care
  - 800.821.6136
- > 24/7 GEHA Health Advice Line
  - 800.257.4342 (outside the U.S., call 709.835.8243)
- > General questions regarding COVID-19
  - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

geha.com



This is a brief description of the features of the Government Employees Health Association, Inc.'s medical plans. Before making a final decision, please read the GEHA federal brochures available at [geha.com/PlanBrochure](https://geha.com/PlanBrochure). All benefits are subject to the definitions, limitations, and exclusions set forth in the Federal brochure.

