

# Medicaid COVID-19 FAQs

## **Will Aetna Better Health cover the cost of COVID-19 testing for Medicaid members? (As of 6/5/2020)**

Aetna Better Health is waiving member cost-sharing for diagnostic testing related to COVID-19. The test can be done by any approved testing facility. The policy aligns with new Families First legislation and regulations requiring all health plans to provide coverage of COVID-19 testing without cost share. Per guidance from the Centers for Medicare & Medicaid Services (CMS), all health plans must cover certain serological (antibody) testing with no cost-sharing. This benefit does not apply to Aetna Better Health of NY since medical benefits are not covered. Please call your medical benefits administrator for your testing coverage details.

## **I asked for a COVID-19 test, but my doctor said I don't need one. What are my options? (As of 6/5/2020)**

Your doctor is in the best position to advise if testing is needed based on your symptoms. With tests in limited supply, providers are using a strict set of guidelines to determine when testing is appropriate.

If your symptoms change, contact your doctor again.

## **Will Aetna Better Health cover the cost of COVID-19 treatment for Medicaid members? (As of 6/5/2020)**

Aetna Better Health will cover the treatment of COVID-19 or health complications associated with COVID-19. Aetna Better Health members with questions about these specific benefits are encouraged to call the member services phone number on the back of their ID cards. This benefit does not apply to Aetna Better Health of NY since medical benefits are not covered. Please call your medical benefits administrator for your testing coverage details.

## **What is telemedicine and will Aetna Better Health cover the cost of telemedicine for Medicaid members? (As of 6/5/2020)**

Telemedicine is health care delivery, evaluation, diagnosis, consultation, or treatment, conducted through audio, video or data communications by a health care practitioner who is physically separated from their patient. Telehealth/telemedicine can include:

- Live videoconferencing with providers
- Telephone-only consultations with providers
- Services provided by telemedicine vendors like MDLive and Teladoc®
- CVS MinuteClinic offers a telemedicine option for Aetna Better Health Medicaid members called E-Clinic visits. These visits are covered by most Aetna Better Health Medicaid plans where brick and mortar Minute Clinics reside. Currently, Aetna Better Health of WV and Aetna Better Health of NY do not cover this benefit. For more details, visit [CVS MinuteClinic](#).

Regulations regarding telehealth services available to Aetna Better Health Medicaid members vary by state and, in some cases, are changing in light of the current situation. Aetna Medicaid members are encouraged to visit their health plan website or refer to their provider directory to identify in-network doctors that can potentially deliver virtual care. Aetna Better Health Medicaid members with questions about these specific benefits are encouraged to call the member services phone number on the back of their ID cards.

**Are MinuteClinic Video Visits covered by Aetna Better Health Medicaid plans? (As of 6/5/2020)**

At this time, MinuteClinic Video Visits are not covered by Aetna Better Health Medicaid plans.

**What is CVS Pharmacy® doing to help our Aetna Better Health Medicaid members with pharmacy benefits in response to COVID-19? (As of 6/5/2020)**

Aetna Better Health is offering 90-day maintenance medication prescriptions and waiving early refill limits on 30-day prescription maintenance medications for all members with pharmacy benefits administered through CVS Caremark.

CVS Pharmacy will waive charges for home delivery of prescription medications. With the Centers for Disease Control and Prevention (CDC) encouraging individuals at higher risk for COVID-19 complications to stay at home as much as possible, this is a convenient option to avoid visiting the pharmacy for refills or new prescriptions.

Aetna Better Health Medicaid members with questions about specific pharmacy benefits are encouraged to call the member services phone number on the back of their ID cards. These benefits do not apply to Aetna Better Health of NY or Aetna Better Health of WV as pharmacy benefits are not available under these plans. Please call your pharmacy benefits administrator for your coverage details.

## What else is CVS Health doing to support Aetna Better Health Medicaid members? (As of 6/5/2020)

Through existing care management programs, Aetna Better Health has been proactively reaching out to Medicaid members most at-risk for COVID-19. Care managers will walk members through what they can do to protect themselves, where to get information on the virus, and where to go to get tested. If you would like to speak with a case manager, call the member services phone number on the back of your ID card.

Aetna Resources For Living (RFL) is also offering support and resources to individuals and organizations who have been impacted by Coronavirus. Through this liberalization, those in need of support can access RFL services whether or not they have it as part of their benefits. Individuals and organizations who don't have RFL can contact RFL at **1-833-327-AETNA (1-833-327-2386)** (TTY: 711). Support to individuals and organizations that don't have RFL includes:

- In-the-moment phone support to help callers cope with the emotional impact of the COVID-19 outbreak
- Informational brochures about dealing with a crisis
- Community resource referrals, including local support services in the local area

For more information about the virus, please visit the [CDC](#) and/or [WHO](#) websites dedicated to this issue.

Didn't see your question? Call us at:

**Medicaid STAR, Tarrant:** 1-800-306-8612

**Medicaid STAR, Bexar:** 1-800-248-7767

**Medicaid STAR Kids:** 1-844-787-5437

**CHIP, Bexar:** 1-866-818-0959

**CHIP, Tarrant:** 1-800-245-5380

**For members who are deaf or hard of hearing:** 1-800-735-2989