

Helping you stay informed about coronavirus (COVID-19)

UMR is working to ensure we are available to support you during this time. Here is general information about how you can best cope with COVID-19. For more specific information about your plan, log into your member portal or call the phone number on your member ID card.

The CDC is your best resource for COVID-19

The COVID-19 situation continues to quickly evolve. Go to the [CDC for the latest information](#) on COVID-19, including how to protect yourself, what to do if you are sick and if you should travel.

If you think you might have been exposed to COVID-19, call your health care provider right away. UMR members can find a network health care provider by selecting **Find a provider** on [umr.com](#) or by calling us using the phone number on your member ID card.

Resources for our members

- **Request early prescription refills:** If you need help obtaining an early prescription refill, call the pharmacy phone number on your member ID card.
- **Call with COVID-19 benefits questions:** If you have health benefits questions or need help finding a health care provider, call the phone number on your UMR member ID card.
- **Get emotional support:** Call our emotional support line any time at **866-342-6892**. This 24/7 Optum Help Line is staffed by professionally trained mental health experts, free of charge and open to anyone.

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Frequently asked questions

The Centers for Disease Control and Prevention (CDC) is the best place to go for [COVID-19 questions and information](#). UMR is here to support you and respond to your health benefits needs and questions.

I may have been exposed to COVID-19. What should I do?

Call your primary care provider right away if you believe you might have been exposed to COVID-19. UMR members can find a network health care provider by selecting **Find a provider** on umr.com or by calling us using the phone number on your member ID card.

Where do I get the COVID-19 test?

If your health care provider determines you should be tested for COVID-19 and orders the test, they should work with local and state health departments to coordinate testing.

The most common place for testing is the health care provider's office or clinic. Also, several large retail outlets and drug stores will soon be offering drive-up testing in their parking lots.

Your test may be sent to certain commercial labs authorized to perform the testing, a local public health laboratory, or the CDC.

Will my plan cover the cost of COVID-19 care? Will drive-up testing be an option?

If you meet the CDC guidelines for testing, and it's requested by your doctor, all costs for COVID-19 testing are waived. In addition, costs are waived for visits associated with COVID-19 testing, whether the care is received in a physician's office, telehealth visit, an urgent care center or an emergency department, in- or out-of-network. If you have coverage questions on testing, testing locations, treatments or anything else, please call the number on your health plan ID card.

If I have questions, can I call UMR?

Yes. We are here to answer your COVID-19 health benefits questions and help you access a network health care provider. Just call the phone number on your member ID card.



For additional information, visit <https://www.cdc.gov/nCoV> or who.int.