

Ancillary Benefits – COVID-19 Impact Summary

The rapidly evolving COVID-19 crisis has interrupted the member experience for many of our Ancillary benefits. We are working diligently with our providers and service centers to minimize disruption where possible and explain the disruption when resolution isn't an option. Following is a brief status update for each Ancillary benefit with relation to COVID-19 impact. We are committed to serving our members and are doing all we can in collaboration with our vendors to ensure that members are cared for the best way possible and serviced to our high expectations during this difficult time.

- ▶ Acupuncture & Chiropractic**
 - Messaging added to provider search functions to encourage members to call ahead for confirmation on whether or not the office is open and accepting patients

- ▶ Dental**
 - Dental offices are closed to non-emergent treatments until early April, following the American Dental Association guidance. Emergency dental care is still accessible.
 - Providers are in direct contact with any UHC member who had a non-emergent appointment
 - UHC Dental call centers and service teams (claims, eligibility, operations, and network) are operating without disruption.

- ▶ Renew Active (Fitness)**
 - Gyms nationwide have closed to reduce the spread of COVID-19
 - Renew Active is tracking closures and provided FAQs to its call centers; many gyms have made direct contact with their members to communicate closures
 - Members still have access to the Renew Active Fitbit Community and AARP Staying Sharp for physical and mental exercise while following social distancing protocols

- ▶ Fitbit®**
 - No disruptions reported at this time. The situation is being monitored with frequent interactions between UHC and Fitbit representatives.

- ▶ Hearing**
 - UHC Hearing has stopped referring members to providers for routine care; emergency requests will be accommodated on an as-needed basis
 - No impact to call centers or device inventory at this time; home delivery remains available and will be promoted at time of order

- ▶ Meal Delivery**
 - Additional sanitization practices are being utilized; no impact to service as long as third-party delivery services remain open

- ▶ Naturopathy**
 - Messaging in place encouraging members to call ahead for confirmation on whether or not the office is open

- ▶ NurseLine**
 - Higher than normal call volume; implementing standard call center contingency planning to meet demand

- ▶ OTC**
 - Solutran**
 - High call volume and a strict quarantine of off-shore call center staff has caused long wait times
 - Calls are being routed to other call centers around the globe and an IVR is in place to notify members of long wait times and encourage online orders
 - Product shortage/out-of-stock impacts on hand sanitizers, rubbing alcohol, wipes, thermometers, vitamins, diabetic socks, and select bath safety items; *supply expected to normalize in May*
 - FirstLine**
 - Adjusting service levels to address high call volume
 - Closely managing inventory levels; enforcing quantity limits on select products
 - Calling members directly if ordered items are out-of-stock (hand sanitizer)

- ▶ PERS**
 - Higher than normal calls/order volume and devices quarantined in China caused slight delays in shipment
 - Quarantine is now lifted and devices are being fulfilled as quickly as possible; Phillips working around the clock to minimize delays

- ▶ Transportation**
 - IVR and Call Center staff encouraging routine care appointments be delayed; prioritizing life-sustaining and critical services (ex. Chemo) or those in a high-risk category
 - Screening for COVID-19 symptoms and routing suspected cases to specialist team for triage
 - Drivers following strict sanitization procedures before and after trips
 - National MedTrans in direct contact with Health Plans

- ▶ Virtual Visits**
 - All Individual MA members will have a \$0 copay for virtual visits through Amwell
 - Member and provider communications ongoing
 - Increased wait-times for virtual visits, 2+ hours in some cases

- ▶ Vision**
 - Following CDC guidance to postpone routine eye care appointments, vision providers have reduced hours (Walmart, Visionworks, etc.) and some are closing until further notice (SVS Vision & Costco)
 - Call centers are aware and notifying members as needed