



FAQs Related to Hubbell Medical Plans (US Only)

General Medical Care Questions

Q. What should I do if I think I have the coronavirus?

A. If you suspect you are infected with the coronavirus, call your healthcare provider ahead of a visit. This will help them take steps to keep other people from getting infected or exposed.

Q. If I have a medical emergency and think I might have the coronavirus, should I still go to the emergency room or call 911?

A. If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for the virus. If possible, put on a facemask before emergency medical services arrive.

Q. If I have a non-urgent medical need but think I might have the coronavirus, should I go to my doctor's office?

A. If you have a non-urgent medical need, call your provider. They can guide you on how to proceed. You can also talk with a Virtual Care Provider for care (see below). This may help you avoid exposure to others that are sick.

How to Use Hubbell's Virtual Care

All Hubbell Medical plans offer Virtual Care. A Virtual Care visit can be a good place to discuss your nonurgent concerns and symptoms without the need to leave your home. In most states, a provider of Virtual Care can also send a prescription to your pharmacy. If warranted, the provider may refer you to your physician. The cost to use Virtual Care is approximately \$40-\$60.

Anthem offers Virtual Care through LiveHealth Online.

Access: Available 24/7 through the LiveHealth Online app or go to www.livehealthonline.com.

United Healthcare offers Virtual Care through Teladoc, Amwell and Dr on demand.

Access: Available 24/7 through www.myuhc.com. Click on Connect With A Doctor Online.

Kaiser: Telephonic and video visits are available.

Contact your doctor's office to schedule and download the Kaiser Permanente app; or visit www.kp.org/videovisit and follow instructions to get set up.

Testing for the Coronavirus

All Hubbell Medical plans will cover testing for THE CORONAVIRUS at \$0 cost to the patient. This includes the actual test and any facility fee that is necessary to administer the test.

Q. If I think I have the coronavirus how do I get tested?

A. You should call your primary care physician right away if you believe you have been exposed to the coronavirus. Your provider will have special procedures to follow. If a coronavirus test is recommended, the provider will collect a respiratory specimen and the test will be covered by your plan.

Q. Where do I get the test?

A. If your primary care provider or medical professional thinks you may have the coronavirus, they will contact the CDC or your local public health department for steps to follow on testing. Right now, the only test available in the United States is the one supplied by the CDC and some state public health departments at no charge. Once the Food and Drug Administration (FDA) approves testing at labs around the country, these tests will be covered by your Hubbell medical plan when requested by your physician.

Q. Am I covered if I get the illness?

A. Our plans will cover visits and care for the coronavirus in the same way that we cover other provider visits for other illnesses and conditions.

Take Advantage of Our Employee Assistance Program

Traumatic events are often frightening and upsetting, causing a range of intense physical, emotional and psychological symptoms. The Magellan website offers many resources to guide you through tough situations: <https://www.magellanhealth.com/crisiscommunications>

The following tip sheets (in English and Spanish) can be used to help relieve traumatic stress reactions and begin healing:

- Helping children cope after a traumatic event
- How to cope after a traumatic event
- Living with threats of violence
- Supporting employees during traumatic events

Magellan Counselors can be reached at: 877-327-2562