

# IMPORTANT NOTICE REGARDING CORONAVIRUS (COVID-19) AND YOUR BENEFIT PLAN

The world is facing a public health crisis. Throughout this challenging time, your health and safety remain our top priority. Protect yourself and your loved ones with the help of this important information on COVID-19. Together, we can keep our communities healthy and strong. How you get care may be different during the COVID-19 outbreak, but there are still many ways to get the help you need.

Kaiser Permanente is taking several steps to respond to the COVID-19 public health emergency and to comply with related state directives, including the following:

- Waiving the time limitations on most outpatient prescription refills to assure enrollees can maintain an adequate supply.
- Waiving cost sharing for all medically necessary screening, testing and treatment for COVID-19 or suspected COVID-19. This means you will not have to pay a copayment, coinsurance, or deductible for COVID-19 testing, diagnosis, and treatment. Please note that a cost share may apply to treatment of COVID-19 received from non-participating providers under certain circumstances.

## Getting care

You have many ways to get quality care, including phone appointments, video and email. To schedule an in-person; phone or video appointment please call the number on the back of your ID card, or call the provider's office directly to make an appointment.

If you're having a medical emergency, call 911 or go to the nearest hospital. If your medical emergency is related to COVID-19, tell them your COVID-19 symptoms.



**For more information on how to protect yourself, please contact the  
Customer Service number on the back of your ID card.**

## Helpful links with more information:

DISB: <https://dc.gov/>

Maryland Department of Health: <https://health.maryland.gov/pages/home.aspx>

Virginia Department of Health: <http://www.vdh.virginia.gov/>

Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>