

UHSM RESPONSE PROGRAM FOR MEMBERS AFFECTED BY CORONAVIRUS (COVID-19)

Re: How UHSM is Dealing with the Coronavirus Outbreak

The COVID-19 outbreak is a global pandemic affecting every level of our health care system, including Health Care Sharing Ministries (HCSM) and UHSM Members. In these extraordinary times we continue to pray for those affected, and for our leaders who need to make strong decisions to keep us safe. As international, federal, state and local governments recommend and mandate policies and regulations, UHSM follows those guidelines and shares updates with its members in the interest of all our safety. We will continue to share guidance from the [World Health Organization \(WHO\)](#) and its DO THE FIVE campaign; notices and tips from the [CDC \(Centers for Disease Control and Prevention\)](#); as well as state, county and city departments of health via emails, blogs, social posts and through our member services representatives.

While the Federal government recently passed and signed into law [H.R. 6201, The Families First Coronavirus Response Act](#) and will roll out a record stimulus plan in coming weeks, the truth is details of how to and carry out that relief are still unknown. How will the government provide free Coronavirus testing or pay for the testing? How exactly will unemployment benefits, paid sick leave, stimulus checks, and food assistance work? No one knows all the details, and thus at this time UHSM does not have all the answers to the fast-moving, fluid situation.

With that said, UHSM has taken several steps to ensure its members impacted by COVID-19 have the care they need. This includes:

1. Creating a Telehealth Screening Plan:

Our Telehealth partners are educated, informed and ready to triage any members who present symptoms of Coronavirus. If warranted, our board-certified physicians can create the lab order for COVID-19 testing.

- If you are experiencing [CDC-defined symptoms of coronavirus](#), immediately call UHSM Telehealth at 1-844-485-7150 or visit [UHSM.com/telehealth](#)

2. Gaining Access to COVID-19 Tests:

Again, at no additional cost to UHSM Sharing Members, we've secured tests and partnerships so that COVID-19 test lab orders can be filled via local drive-through testing facilities or even through in-home testing, if necessary.

- **Aetna's First Health PPO Network** has secured contract pricing at several nationwide labs to help facilitate testing for UHSM members.
- Should the member not be near a local testing location, our Telehealth team has also sourced **in-home testing through our partner Lab2Go.**

3. Developing a Financial Hardship Assistance Program:

A new member-funded donation account has been established for those members financially impacted by COVID-19. Members who have the means can donate directly to help fund those in need, including medical cost support as well as offsets to monthly contribution amounts or other hardship aid as needed.

Visit [UHSM.com/covid-19](#) for more.

IMPORTANT NOTE: Telehealth is the #1 way to triage COVID-19 symptoms and answer questions! Unless deemed a medical emergency, **Telemedicine should be the first step UHSM members take when seeking COVID-19 treatment.** Non-emergency COVID-19 testing or medical services outside of this set policy are ineligible for sharing, unless preauthorization is obtained.