MEMBER SUPPORT

What is UnitedHealth Group doing to help members concerned with COVID-19?

UnitedHealthcare has a team closely monitoring COVID-19, formerly known as the Novel Coronavirus or 2019-nCoV. Our top priority is the health and well-being of the people we serve.

As with any public health issue, UnitedHealthcare will work with and follow all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), Food and Drug Administration (FDA), and state and local public health departments.

Are there tools to help people understand their symptoms or find a testing site near them?

Yes, UnitedHealthcare is committed to helping people protect their health by expanding access to care, support and resources during this unprecedented time. By going to the myuhc.com pre login website people may use the online symptom checker to assess their risk for COVID-19 and get treatment options.

The Test Location tool helps individuals find a COVID-19 diagnostic test location in their area. In most test locations they will ask for a script from a provider. Use the telehealth option to contact a provider for a script.

For members, by signing in to myuhc.com there are additional resources and care information access to member benefits.

Are there any plans to enhance the support materials available on liveandworkwell related to this crisis?

Yes - a COVID-19 portal went live on the liveandworkwell website on March 18.

If an individual is tested and the provider rules out COVID-19, does the employee need any documentation that they can provide their employer for return to work clearance?

This is a policy determined between the employer and employee.

Considering the current situation, is UnitedHealthcare delaying member communications related to preventive campaigns?

Yes. UnitedHealthcare will temporarily delay certain preventive care reminders.

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Certain HealthNotes and HealthNote Reminders to members have been paused for April since many of these messages direct members to seek care for services that would be considered non-emergent in this COVID-19 era.

**Does the CDC recommend getting a flu shot? New 9/14**

It’s more important than ever this year with COVID-19. COVID-19 and the flu will both be spreading this season, according to the [Centers for Disease Control and Prevention (CDC)](https://www.cdc.gov).

Protecting yourself from the flu helps reduce your risk of hospitalization. Many hospitals and ICUs may have reduced availability due to COVID-19.

It is recommended for most people including everyone 6 months and older, even healthy people. It is especially important for adults 65 and older, pregnant women, young children under 2 years old, and people with certain health conditions. Many high-risk people would also benefit from a pneumonia vaccine.

The flu vaccine can help weaken or prevent the flu and the vaccine is covered 100% for UnitedHealthcare members. Generally, it is recommended to get the flu shot by the end of October according to the CDC, especially with the ongoing spread of COVID-19. Discuss the flu and other vaccines and the best timing with your provider. Plan ahead to get a flu shot. Talk to your health care provider or find a flu shot location [here](https://www.cdc.gov).

**Are there other precautions as flu and COVID-19 spread this fall and winter? New 9/14**

Careful actions, like handwashing, mask-wearing and keeping a safe distance in public spaces, can help protect you and your community.

Actions that people should take:

- If you’re feeling sick, stay home
- Wash your hands throughout the day, especially after you’ve been in a public place or if you sneeze or cough
- Avoid close contact with others and maintain a physical distance from others when you’re in public spaces.
- Wear a cloth mask to cover your mouth and nose when you’re around others. This helps protect others in case you may be infected.
- Clean and disinfect frequently touched surfaces daily
- For more healthy habits, visit the [CDC](https://www.cdc.gov)