



April 1, 2020

Re: Your All Savers® Alternate Funding Plan and COVID-19

Like all of you, we are concerned about the impact that COVID-19 could have on the health and wellbeing of the people we serve.

UnitedHealthcare has a team closely monitoring COVID-19 and, as with any public health issue, we are working with and following all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS), Food and Drug Administration (FDA), state and local public health departments in supporting our members' needs.

To help ensure our members have access to care, UnitedHealthcare is waiving member cost-sharing for the treatment of COVID-19 along with behavioral health services through May 31, 2020, for its fully-insured individual and group market health plans, Medicare Advantage and Medicaid plans. For All Savers customers, we will also cover these expenses, which means they will be paid under your plan and through UnitedHealthcare stop loss policies. Similarly, this builds on the company's previously announced efforts to waive member cost-sharing for COVID-19 testing and testing-related visits.

In addition, as previously communicated, eligible UnitedHealthcare and OptumRx members needing help obtaining an early prescription refill can call the customer care number located on the back of their medical ID card for assistance. We also encourage eligible health plan members to use HealthiestYou™, available through the "HY" HealthiestYou app, to help answer any general questions or concerns.

Thank you for your patience and support during this challenging time. We expect the situation will evolve rapidly and we will continue to keep you updated as we have additional guidance and guidelines over the coming weeks and months. In the meantime, if you would like to discuss any aspect of this proposal or other steps we are taking related to COVID-19, please contact All Savers Customer Call Center at (800) 291-2634.

Sincerely,

A handwritten signature in black ink that reads 'Mary Zarn'.

Mary Zarn  
CEO, All Savers, UnitedHealthcare