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A note from Rocky Mountain Health Plans regarding COVID-19

Dear Broker,

At Rocky Mountain Health Plans (RMHP), our top priorities are the health and well-being of our Members, employees, and the safety of those who deliver care.

We are closely monitoring COVID-19, and are working to ensure we are doing everything possible to support the health of those we serve.

- **RMHP will waive Member cost sharing** (copays, coinsurance and deductibles) for COVID-19 diagnostic testing for all RMHP Members, including the costs for in-network office visits, in-network urgent care visits, and/or emergency room visits. If an in-network provider is unable to conduct testing for COVID-19, RMHP will cover testing performed by an out-of-network provider. RMHP will follow these guidelines for all Members regardless of benefit plan
- **RMHP encourages Members to take advantage of virtual capabilities** available for some plans through CareNow and Doctor on Demand. However, these services are not intended for COVID-19 testing and/or treatment.
 - With Doctor on Demand, Individual and Family or Employer Group Members, connect in minutes with board-certified doctors and licensed psychiatrists over live video. Doctor on Demand is available 24/7 and at no cost for health matters related to COVID-19. Register for Doctor on Demand at www.doctorondemand.com/rmhp.
 - CareNow from EasyCare Colorado is a no-cost, chat-based program that allows Members to message, send photos, or video chat with a doctor or therapist. It's

available for RMHP regional organization, Prime, DSNP, and CHP+ Members. CareNow is available 24 hours a day, 7 days a week. Therapists are available Monday-Friday from 9:00 a.m. to 5:00 p.m. MDT Register for CareNow by downloading the EasyCare app from the Apple Store or Google Play Store. Learn more at www.easycareco.com/carenow.

- **RMHP will waive early refill limits on 30-day prescription maintenance medications** for all Members with pharmacy benefits if they have refills remaining on file at a participating retail or mail-order pharmacy.
- **RMHP Members have access to a free Emotional-Support Help Line from Optum**, a UnitedHealth Group company. Professionally trained, mental health staff are available to support people who may be suffering from fear or stress from COVID-19. Optum's Emotional-Support Help Line number is 866-342-6892 and will be open 24 hours a day, seven days a week. The service is free of charge and open to anyone.

We have compiled these [Frequently Asked Questions](#) to keep our Members and partners up-to-date with information and resources on COVID-19. We will continue to provide updates as we monitor the situation. Thank you for supporting our Members during this critical time, and for sharing information and resources we have available.
