

# COVID-19 Member Support Guide

## Testing, treatment, and vaccine information.



### **\$0 COVID-19 Testing and Treatment**

Friday Health Plans will cover testing and treatment of COVID-19 at no cost to members—no coinsurance and no copays.



### **Connect with remote doctor resources for free—sign up for Teladoc**

You can talk to a doctor by phone or live video at no cost through Teladoc. Doctors can answer questions about the coronavirus, evaluate your health risk and provide support to help relieve symptoms. Be sure to sign up first at: [teladoc.com/fridayhealthplans](https://teladoc.com/fridayhealthplans).



### **Home health coverage**

If you are determined by a medical provider to need home healthcare, you can be appropriately monitored and treated at home, and covered for necessary medical equipment and medications for in-home treatment. This may include the following durable medical equipment and medications as deemed medically necessary by the treating provider: oxygen, any medications determined to be medically appropriate for the treatment of COVID-19, home infusion therapy, and electrocardiographs/cardiac monitors.



### **Prescription refills**

Friday Health Plans will cover an additional one-time early refill of any necessary prescriptions to make sure you have medications in the event you need to limit contact with others.



### **Friday Health Plans will cover the vaccine at \$0 to members**

If you are required to pay upfront at an out-of-network provider, you can submit a request for reimbursement by sending a copy of your receipt and itemized statement from the provider to [questions@fridayhealthplans.com](mailto:questions@fridayhealthplans.com). Please make sure the statement includes your name, member ID number, service date, amount paid, and services charged.



**Have questions? Contact the Friday Care Crew for help.**  
**800-475-8466 | [questions@fridayhealthplans.com](mailto:questions@fridayhealthplans.com)**

\*If you face a life-threatening illness or symptoms, head to your nearest emergency room or call 911. Not sure if you should call 911, call your primary physician, your nearest in network emergency room for information. \*On most plans not all.

All products, services and policies are issued by or through Friday Health Plans of North Carolina, Inc. and administered by Friday Health Plans Management Services Company, Inc. The Friday name, logo and other Friday marks are owned by Friday Health Plans, Inc. For a full list of benefits, provisions, exclusions and limitations, and to see everything included in Friday's plans and networks, please contact Friday Health Plans.

