

Dear DC Health Link Broker,

Here is a copy of an email we sent to our enrollees.

In addition to coordinating with the Insurance Department, we continue to work closely with insurers on DC Health Link to look for additional ways health plans can help you access care. I want to make you aware of a few important changes and remind you of several benefits you have. You can see the updated [summary chart](#) for additional information:

- **NEW:** CareFirst is waiving deductibles, coinsurance, and copayment for diagnosis, testing, and **treatment** of COVID-19. CareFirst is also providing free CareFirst telemedicine via [Video Visit](#) for COVID-19 and other medical services including behavioral health, lactation support, nutrition counseling and urgent care services. CareFirst is also providing free **telephone** consultations for in-network primary care, general practice, internal medicine, pediatrics, OBGYN and associated nurse practitioners during this public health emergency, with no member out-of-pocket cost.

REMINDER: All insurers – Aetna, CareFirst, Kaiser Permanente, and UnitedHealthCare – have waived deductibles, coinsurance, and copayments for **diagnosis and testing** for COVID-19. All DC Health Link health plans provide access to telemedicine.

- Aetna is providing telemedicine for free using its video-conferencing and [Teladoc](#).[®] through June 4, 2020.
- CareFirst is providing free CareFirst telemedicine via [Video Visit](#) for COVID-19 and other medical services including behavioral health, lactation support, nutrition counseling and urgent care services through the public health emergency.
- Kaiser Permanente provides for free telephone, [Video Visit](#), and email with your Kaiser provider for all services. These telehealth services are always free.
- United HealthCare has established a free 24-Hour Emotional-Support Help Line COVID-19. This is available to United Health

Care members and the public.

For most current information on additional changes health plans have made to make it easier for you to access care, please visit your health plan's website.

Sincerely,

Mila Kofman

Executive Director

DC Health Benefit Exchange Authority