

An important communication for Humana agents regarding COVID-19

As vaccine distribution ramps up and we begin to see a sense of normalcy on the horizon, our commitment to supporting you and your clients remains unchanged. At Humana, we think about healthcare for the long term. We know that, along with hope, this next phase of the pandemic may bring more questions and uncertainty in the workplace and we are here to help.

Throughout the past year, our team has worked tirelessly to anticipate and meet your and your clients' needs through new partnerships, webinars, tool kits and coverage updates. We want to share an update on steps Humana is continuing to take to evolve our pandemic response model and offer helpful resources as vaccine distribution continues.

Understanding the American Rescue Plan Act (ARPA) implications for COBRA and State Continuation (mini-COBRA). As part of the ARPA, signed into law on March 11, employers and insurers are required to provide - on a tax-free basis - a subsidy to terminated employees to pay 100% of the COBRA continuation premium for group health plan coverage. The ARPA also provides a tax credit to recoup those costs. We've developed this guide to address your questions around timing, eligibility, notices and payment responsibility in [this ARPA FAQ](#).

Extending \$0 member cost-share for Doctor On Demand. To help prevent the spread and reduce the risk of exposure to COVID-19, Humana is extending our waiver of member out-of-pocket costs—co-pays, coinsurance and deductibles— for medical and mental health telemedicine visits provided by Doctor On Demand through June 30, 2021. This waiver applies to telehealth visits provided by Doctor On Demand only. ASO groups have been provided the option to opt out of waiving these costs.

Reinstating actively at work requirements. Effective April 1, 2021, coverage again began to adhere to the defined group certificate language as it pertains to actively at work and number of hours worked.

Re-introducing standard cost-share for COVID-19 treatment to control premium costs. As we shared in our December update, effective January 1, 2021, Commercial group members' standard benefits and cost-sharing are being applied for COVID-19 treatment, including labs, hospitalizations, etc.

Preferred pricing with Truyo: Humana has teamed up with Truyo to bring employers preferred pricing on Health Check Management solutions that can support a company's workforce and customers. Truyo's solutions are flexible and designed to support the needs of any size company by offering temperature and wellness checks. [Click here](#) to learn more.

Helping employees learn more about vaccines and when and where they can get one

- Humana is continuing our grassroots effort to ensure equitable access to the COVID-19 vaccine through partnerships with local providers and national retailers like Walgreens and Walmart. Employees may receive communications from Humana or one of our partners to schedule their vaccination appointment.
- *Vaccine resource finder:* [Click here](#) to find vaccine resources specific to your state or territory. Get information about testing and vaccine availability, updated COVID-19 case counts and register to get the latest COVID-19 alerts for your area.
- *Vaccine 101 resource for the workplace:* [Click here](#) to download a resource you can email to employees and post in office spaces to help educate employees on the facts and encourage them to get vaccinated, when eligible.

Helpful COVID-19 vaccine resources for employers:

- *10-step COVID-19 vaccine action plan:* [Click here](#) to download the guide and start planning ahead of more people becoming vaccinated. This guide provides ten helpful tips brought to you by Humana and Fisher Phillips LLC to help employers develop workplace practices and help keep their employees safe and healthy.
- *Webinar, COVID-19 vaccinations and the workplace: Legal and other employer considerations:* [Click here](#) to watch the recorded webinar with workplace law expert and Fisher and Phillips law partner, Emily Litzinger and Humana Director of Associate Well-being, Erik Anderson. Emily addresses growing questions employers have regarding employee vaccinations and their return to work policies.
- *Webinar, Employer considerations about COVID-19 and healthcare policy:* [Click here](#) to watch the recorded webinar with Dr. William Shrank, Chief Medical Officer and Deb Oberman, Vice President of Government Affairs. Visit our [COVID-19 Employer Resource Center](#) to view past webinars and access downloadable resources at your convenience.

Answers to frequently asked questions. Visit our [COVID-19 FAQs](#) to get the most up-to-date, straightforward answers to common questions related to COVID-19 coverage and access to care. **Finally, we will continue to stand by you and your clients.** Please continue to reach out to your local representative as a resource or use the dedicated service line for all your COVID-19 related questions. You can contact our team by phone ([1-800-592-3005](tel:1-800-592-3005)) or email (COVIDquestions@humana.com).