



Date: March 24, 2020

From: ACWA JPIA Employee Benefits

To: ACWA JPIA medical plan participants

RE: ACWA JPIA plan modifications and resources

All JPIA plans: Anthem PPO's, Anthem HMO's, Kaiser

Testing for COVID-19 billed to the plans will be covered at 100%. This includes the Consumer Driven Health Plan (CDHP). The IRS has issued a notice stating this will not impact HSA eligibility.

Treatment for COVID-19 billed to the plans will be covered at the same level as any other treatment currently covered under the plan. This includes, for example, physician and emergency visits, hospitalization, and lab work, except for COVID-19 testing.

Participants are encouraged to utilize mail order to obtain prescription medications when possible.

All plans include telehealth benefits, which provide remote access to physician visits. Participants should continue to follow CDC guidelines to seek in person care when appropriate.

Kaiser participants may call 800-464-4000 to access the advice nurse or schedule a telephone appointment with a physician.

All JPIA Anthem plans: HMO's and PPO's, including CDHP

Prescription refills will not reject for "refill too soon."

Refills for 90 days will be permissible in some cases. Inquire with your pharmacist.

Refills at mail order or at a retail pharmacy can be transferred back and forth, in most cases. The pharmacy you would like to use (mail or retail) should contact the pharmacy with the refill on file (mail or retail) to have the prescription transferred.

Anthem HMO and PPO participants can reach the Advice Nurse line at 800-700-0197 or schedule a virtual visit with a physician using livehealthonline.com or the LiveHealth Online app. Mental health visits are also available through LiveHealth Online. Wait times have increased. Recruitment is underway to hire physicians to meet demand.

JPIA Anthem PPO's: Classic, Advantage, and Anthem Consumer Driven Health Plan (CDHP)

Although continued use of MedImpact Direct mail order is encouraged, flexibility will be made available to remove any barriers to obtaining maintenance medications. Starting in about one week, the requirement to use mail order, Costco, Walmart or Sam's Club to obtain maintenance medications after two retail fills will be suspended. MedImpact is currently making the updates to their system to accomplish this plan change. While MedImpact's system is being updated, pharmacists can escalate requests directly to MedImpact for approval. This change will be in place through July 31, 2020.

Visit www.acwajpia.com for additional information and resources.

Information is accurate as of the date of this notice.

The information in this notice applies to all plan participants, including retirees with Medicare, with the exception of the final paragraph. VibrantRx plan design did not include mandatory mail order for maintenance medications.