

COVID-19 (Coronavirus) Alert

Information on Health Benefits for Employees and their Families

Employees and their families are understandably concerned about this coronavirus as new cases emerge, schools close and other significant measures are being taken to protect our community. We want you to know the City of Tampa employee health plan and related resources are prepared to provide you the necessary coverage for treatment you may receive.

UnitedHealthcare Benefits and Coverage

The City of Tampa UnitedHealthcare plan covers approved and authorized COVID-19 testing, and will waive member costs including copayments, coinsurance and deductibles.

UnitedHealthcare Virtual Visits-Talk with a doctor by phone or video 24/7

When you need care — anytime, day or night — Virtual Visits can be a convenient option. Virtual Visit physicians will follow established guidelines for covered members who think they may have been infected by COVID-19. Virtual Visits are available, even if you regularly treat at one of the City of Tampa Wellness Centers

The patient copayment for Virtual Visits is \$15. For more details, and to schedule a Virtual Visit, you can log in to www.myuhc.com, click on [Virtual Visits](#) or call UnitedHealthcare member services at 1-833-760-7892.

Bryant Roperto, the City's UnitedHealthcare on-site representative, can also assist. Bryant can be reached at 813-274-8279 or COsiteRep@uhc.com.

UnitedHealthcare/Optum Pharmacy Coverage Impacted by COVID-19

Medications are typically dispensed for 30 days or less, however those necessary for long-term use may be dispensed for 90 days. Members who need help obtaining an early prescription refill may call the customer care number on their ID card for assistance in obtaining an override. For details you may call 1-833-760-7892

City of Tampa CareATC Wellness Centers

The staff at both City Wellness Centers are available to assist patients for needed services, including the COVID-19. There is never a patient charge when using one of the City Wellness Centers.

CareATC has set up triage procedures when a patient calls their Patient Access Center at 1-800-993-8244 to schedule, when they log in to the [CareATC Patient Website](#) from a computer or the CareATC mobile app. The representative will ask an initial series of questions to determine if a person was at risk for the virus. Based on the answers the patient will either be scheduled for a visit or sent for further screening. The screening could result in a telephone consultation/virtual visit if a patient has any symptoms of the COVID-19.

Other Things You Need to Know

Watch for symptoms

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases. The following symptoms may appear 2-14 days after exposure.

- Fever
- Cough
- Shortness of breath

Practice social distancing

Keeping away from persons as much as possible can protect you and others. Try to keep a distance of 6 feet from those you are interacting with and avoid handshakes and other touching.

If you have symptoms?

Contact your primary care physician or the City Wellness Center immediately. Your physician will advise you on next steps, including whether you need to be tested. Avoid going directly to your physician directly so that other persons are not infected.

If you are sick with Corona Virus symptoms, stay home except to get medical care

- Stay home: People who are mildly ill with COVID-19 are able to isolate at home during their illness. You should restrict activities outside your home, except for getting medical care.
- Avoid public areas: Do not go to work, school, or public areas.
- Avoid public transportation: Avoid using public transportation, ride sharing, or taxis.
- Stay away from others, even within your own home

Steps you can take in your home or workplace

- Wash your hands often with soap and water for at least 20 seconds
- If unable to wash hands use hand sanitizers with at least 60% alcohol content
- Sanitize tables and counters at home, workstations on the job, door handles and phones by using sanitary wipes
- Many City worksites have hand-sanitizer stations and access to wipes. Ask your supervisor.

Visit the City of [Tampa Corona Disease \(COVID\) Information Website](#) for details, frequently asked questions, and information on resources.