

COVID-19 Testing and Treatment Virtual Visits at No Cost

The City of Tampa medical plan will waive cost-share (copayments, coinsurance and deductibles) for all covered services, in and out of network, when associated with a COVID-19 diagnosis. UnitedHealthcare is in the process of updating their claims system with this change. In the meantime, should you have treatment and incur a charge it will be reversed.

Listed below are some of the options for no cost virtual visits for COVID-19 testing and treatment.

City of Tampa CareATC Wellness Centers Expand Hours for COVID-19 Virtual Visits

Both City Wellness Centers are available to assist patients for needed services, including the COVID-19 virus. Effective immediately, CareATC will be offering virtual visits for COVID-19 related symptoms, 7 days a week from 8 am to 8 pm, providing patients with extended access to a CareATC provider. This is being offered at ***no additional cost to you***, and will be a temporary service until the COVID-19 outbreak has subsided and patient care can return to face-to-face visits within the Wellness Centers. Due to the expansion of hours, patients scheduling outside the normal hours of operation of their facility may be scheduled with any available provider licensed within the state of Florida to address their medical needs.

If you believe you have been exposed to or have COVID-19 symptoms contact the CareATC Patient Access Center at 800-993-8244 to schedule a visit. There is never a patient charge when using the City Wellness Centers. *To protect other patients and staff, all walk-in appointments at the wellness centers are suspended until further notice.*

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

Virtual Visit physicians will follow established guidelines for members who think they may have been infected by COVID-19. Phone or video Virtual Visits are available, even if you regularly treat at one of the City of Tampa Wellness Centers. ***The City will waive the \$15 patient copayment for Virtual Visits.*** 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 COTonsiteRep@uhc.com or you may call UHC Customer Care at 1-833-760-7892.

BayCareAnywhere

The [BayCareAnywhere](#) program also offers 24/7 telemedicine visits, and is covered by the City's UnitedHealthcare plans. The primary care copay of \$30 will apply to BayCareAnywhere visits, but waived for COVID-19 treatment (as noted above).

All COVID-19 (Coronavirus) Alerts from HR are also on the internet at [Employees Guide](#).

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