

Exude is closely monitoring the information regarding the spread of the 2019 Novel Coronavirus (COVID-19). As your dedicated partner, **we are committed to providing you with resources and information** so that you feel well prepared and informed. The resource below contains information about your Oxford medical coverage.

What if I need to be tested?

Regardless of your medical plan selection, Oxford will waive all deductibles, copays, and coinsurance for in-network testing for the COVID-19 virus.

What if I need maintenance medications?

Early prescription refills can be obtained by calling customer care for assistance or by working with the pharmacist who can assist in obtaining an override. This means you can grab an extra supply now and not worry about running out of medication over the next few weeks.

Skip the Waiting Room

Virtual Visits are available to Oxford members at their existing benefit level. This provides a great option for members who are experiencing a minor medical condition and wish to seek treatment without leaving their house. This service provides access to board certified medical providers and can be reached by following [these steps](#).

Where can I find additional information?

Oxford has created a dedicated website containing up-to-date information about their response to COVID-19. This information can be found at <https://www.uhc.com/health-and-wellness/health-topics/covid-19>.

For additional resources on the COVID-19 virus we recommend visiting the [Centers for Disease Control and Prevention](#), the [U.S. State Department](#), the [World Health Organization](#) and the [PA Dept. of Health](#) to access the most up to date resources and information regarding this rapidly changing situation.

What if I still have questions?

As always, we encourage you to call your Exude Client Care Specialist with any questions related to your benefits. Exude's team is available 24/7/365 and has taken measures to ensure proper coverage during this time.

**The information in this document reflects insurance carrier announcements as of 3/15/2020. This document was created for illustrative purposes and does not guarantee coverage.*