

Health Care Access Updates

Aetna

Operation Changes

- Through July 3, Aetna will offer zero co-pay telemedicine visits for COVID- 19 related symptoms and care. Aetna members should use telemedicine as their first line of defense in order to limit potential exposure in physician offices
- Launched a [webpage](#) for the latest information on COVID
- Opening Crisis Response Lines for all Aetna (Commercial, Medicare, Medicaid) and Caremark members who may be experiencing anxiety related to COVID-19. Call 833-327-AETNA / 833-327-2386
- Expanding 24x7 access to the Aetna Nurse Medical Line for all Aetna and Caremark members. Call 800-556-1555
- Waived early refill limits on 30-day prescription maintenance medications
- CVS Pharmacy will waive 1-2 day shipping and delivery charges for home delivery of prescription medications. Instead of picking up prescriptions at a retail CVS location, CVS will mail the prescription along with any other items members might want to add to that order such as OTC cold medicine, ibuprofen, etc. Members must register and order through CVS at <https://www.cvs.com/content/delivery>.

Virtual Care Options

- **Connect to Care With Teladoc:** City of Seattle employees and their covered adult family members on a Most* Aetna plan, can speak with a licensed doctor by phone or video for many non-emergency illnesses 7 days a week. Start by registering your account at <https://member.teladoc.com/registrations/>. Already registered? Contact a doctor through the Teladoc app or call 1-855-TELADOC (835-2362).

*Teladoc is not available on SPOG or Local 77 Aetna plans or on any Kaiser Permanente plan.

- **24-Hour Telephonic Nurse Consultation:** Do you have questions about a medical condition or injury? City employees and their covered adult dependents can consult a nurse 24/7 by phone.
 - Accolade*: 1-866-983-0051 or member.accolade.com
 - Aetna's Informed Health Line**: 1-800-556-1555
- **Urgent Care Resources:** City of Seattle employees and covered family members may be treated at an urgent care clinic for acute illnesses and injuries that are not serious enough for a visit to an Emergency Room. Conditions include infections, allergies, skin conditions, flu, minor injuries and wounds, strep throat, and sporting injuries. See below to find a network clinic near you.
 - Accolade*: 1-866-983-0051 or member.accolade.com
 - Aetna**: www.aetna.com/dse/custom/cityofseattle

* For employees and family members on the Most benefit program

** For employees and family member on the SPOG or Local 77 benefit program

Kaiser Permanente

Operations Changes

- Through July 3, COVID-19 testing will be available at no cost. Prior authorization will not be required for COVID-19 testing and treatment.
- The Kaiser Permanente website has additional COVID-19 information about safety measures, appointment scheduling and resources for members at: <https://wa.kaiserpermanente.org/html/public/about/coronavirus>
- Shifting in-person appointments to virtual options, to avoid unnecessarily bringing people into medical facilities.
- All CareClinics at Bartell Drugs locations are temporarily closed. Care providers are redeployed to serve the critical needs of patients.

Virtual Care Options

- **Consulting Nurse Service** is available by phone. A nurse will listen to your concerns, and give you care advice or direct you to the right care option for your situation. It's available 24 hours a day, 365 days a year. Call 206-630-2244 or 1-800-297-6877 (TTY 711).
- **E-visit** is an online option that involves filling out a short questionnaire about your symptoms. It's a good choice for select medical conditions, including those with symptoms associated with coronavirus (COVID-19). After completing the questionnaire, you'll shortly receive a diagnosis and a treatment plan including home care advice or other guidance on what care is right for your situation. Learn more at kp.org/wa/onlinecare.
- **Care Chat** is a secure online instant messaging service that gives you real-time medical care from a local Kaiser Permanente care provider. Sign in to kp.org/wa, then select "Care Chat" from the care options menu, then "Care provider," type your message, hit send, and wait for the provider to respond. Care Chat is available 24/7.
- **Email your care team** with nonurgent questions whenever it's convenient for you. You'll usually receive a response within 2 business days or less. To use this service, sign in to your account at kp.org/wa, scroll down the page to "Care Team," select "contact care team" and then "send new email."
- **Phone visits** are appropriate for many symptoms or health concerns. You can schedule a phone visit online, just like you would schedule an in-person appointment, or you can call your provider's office to schedule. Your provider will call you at the phone number you have specified, at your appointment time. It's important to know that whatever your medical concern, we're here to help you. And if you have an urgent medical condition, Kaiser's urgent care centers continue to be open 24/7 with the exception of some CareClinics at Bartell Drugs. Call the Consulting Nurse Service for advice on in-person options for care in your area. If you have a life-threatening emergency, call 911.

Filling your prescriptions

One-time early refill

A one-time early refill of medication is permitted through July 3.

Delivered to your home

Have your prescriptions delivered conveniently to your home by mail, through Kaiser's mail-order pharmacy. Most prescriptions arrive within 1-2 days. Depending on your plan, you may also receive 3 months of your prescriptions for the price of 2 months with mail order. Same – or next-day home delivery options may be available in your area. A delivery fee may apply. Sign in to kp.org/wa to find out if home delivery is available in your area.

Pick up in person

Kaiser Permanente medical centers in Bellevue, Everett, Federal Way, Olympia, Seattle (Capitol Hill), Silverdale, Spokane (Riverfront and Lidgerwood), and Tacoma will continue to provide in-person pharmacy. If you haven't already registered for an online account now is a great time to do this so you can take advantage of these virtual care options and mail-order pharmacy. Kaiser's Care Options page has more information on all of their virtual care choices.