

CORONAVIRUS DISEASE 2019 (COVID-19)

100-percent Virtual Visit Coverage Extended through 12/2021



Audience: Colleagues

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COVID-19 Response Team Owner: Planning

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What's changed: Added highlighted text.

As the COVID-19 global health crisis continues, many people feel safer and more comfortable connecting with their providers via a virtual visit. **Trinity Health has extended coverage of medical and behavioral health virtual visits at 100 percent through Dec. 31, 2021, for colleagues and their covered dependents enrolled in a Trinity Health medical plan.** This date is subject to change and will be communicated in advance of the end date. After that date, virtual health will be covered as indicated on your medical plan summary.

Options

- **Primary Care Physician (PCP) or Specialist:** Many primary care and specialist providers are now offering virtual visits online or by telephone. Ask your provider if he or she provides this service. Note: In order to receive the zero-dollar copay, your provider must submit the service to the health plan as a telehealth visit. Depending on how your PCP/specialist submits the claim, the visit may have a fee apply. Please confirm billing with your physician first. **If you are billed for the telehealth visit, you may submit a claim for reimbursement.**
- **Virtual Health Visits (outside of your PCP):** You can have an online virtual visit with a U.S. board-certified doctor or nurse practitioner 24/7, anywhere in the U.S. The doctor can prescribe medication, if needed. Behavioral health is also available by appointment. See the [Colleague Benefits Updates Summary](#) for more information.
- **24/7 Nurse Line:** A registered nurse can help you decide if you can self-treat or if you need to see a doctor. Our nurse line has been and will continue to be available 24-hours a day, seven days a week at no cost to you. Please call the number on the back of your medical ID card for assistance or on the [Colleague Benefits Updates Summary](#).

For details on how virtual visits are covered by your insurance carrier, please see the [Colleague Benefits Updates Summary](#).

If you have questions about virtual visits and your benefits, contact the HR Service Center by logging into the [HR4U colleague portal](#)* using your Trinity Health network credentials to chat live with a HR representative Monday – Friday, 7 a.m. – 8 p.m. ET or submit an inquiry for email follow-up.

**Note: colleagues at IHA, Mercy Chicago, MercyOne Waterloo and Sisters of Holy Cross do not have access to HR4U at this time. Open enrollment guides are available on the MyBenefits site at <http://mybenefits.trinity-health.org> or via your local HR representative.*