

This is a sample member communication. Members will only receive information about telemedicine and prescription medications if they have these benefits.



Important Plan Information

Helping you access care if needed

Dear Sherrie,

AmeriHealth New Jersey is closely monitoring the situation with the respiratory illness caused by the new COVID-19 virus (Coronavirus). We are working with key stakeholders everywhere — elected officials, public health organizations, health systems, and others — to respond to this rapidly changing health concern.

We are committed to helping you access the care you need. Below are updates to your health plan:

- **Testing will be covered.** Cost-sharing (such as co-pays and coinsurance) will be waived when testing is performed at a hospital or an approved laboratory.
- **Get help assessing symptoms.** Currently, there is no specific antiviral treatment or vaccine for COVID-19. Contact your doctor to help relieve symptoms as you would other viral respiratory infections. All medically necessary health care costs to treat infectious diseases, including COVID-19, will be covered based on the terms of your plan.

[Find a doctor](#)

- **Talk to a doctor 24/7.** You have access to a doctor 24/7 with MDLIVE. If you have symptoms of the virus MDLIVE doctors can assess your condition and help determine necessary next steps, all from the comfort of your home. AmeriHealth New Jersey will waive co-pays for telemedicine visits for the next 90 days.

[Log into your account](#)

- **Check prescription medications.** Check your medications to make sure you have enough on hand in the event you cannot get to the pharmacy for an extended time.

Visit [AmeriHealthNJ.com](https://www.AmeriHealthNJ.com) regularly for the latest news and updates.

We will continue to evaluate needs of our members as the situation changes.

With care,

AmeriHealth New Jersey

MDLIVE is an independent company providing telemedicine services for AmeriHealth New Jersey.

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[amihealthnj.com](https://www.amihealthnj.com)



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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-275-2583 (TTY: 711)

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