



FREQUENTLY ASKED QUESTIONS

Will the Program pay for COVID-19 testing?

The Program covers limited testing and will be reviewed on an individual basis. It requires criteria be met, along with approval from the Program. If you have been evaluated by your Provider and require testing for COVID-19, please contact the NPN, and you will be scheduled to speak with a RN Case Manager.

Will the Program pay for treatment of COVID-19?

This will be reviewed on an individual basis. It requires criteria be met, along with approval from the Program. If you have been evaluated by your Provider and tested positive for COVID-19, please contact the NPN, and you will be scheduled to speak with a RN Case Manager.

Should I be tested for COVID-19?

Your Provider will let you know if you should be tested for COVID-19. Please call your Provider prior to showing up to a clinic to avoid unnecessary exposure to and spread of disease.

What are the symptoms of COVID-19?

Symptoms include fever, cough, flu-like symptoms and/or shortness of breath.

Should I cancel my monitoring appointments?

You should contact the Provider's office to see if they are canceling their appointments for routine or non-essential visits. If the Provider is still completing these visits, reschedule your appointment if, in the past 14 days, you have traveled to a high-risk area; had close contact (been within approximately six feet) with someone who has traveled to a high-risk area; had close contact (been within approximately six feet) with someone who has a confirmed case of COVID-19; or if you have any of the following symptoms: fever, cough, flu-like symptoms or shortness of breath.

Should I cancel my diagnostic appointments?

You should reschedule your appointment if, in the last 14 days, you have traveled to a high-risk area; had close contact (been within approximately six feet) with someone who has traveled to a high-risk area; had close contact (been within approximately six feet) with someone who has a confirmed case of COVID-19; or have any of the following symptoms: fever, cough, flu-like symptoms or shortness of breath. The new appointment should be more than 14 days after symptom onset or exposure date.

You should also contact the Provider's office to see if they are canceling their appointments for routine or non-essential visits. If you have any concerns regarding this appointment, please contact the NPN, and you will be scheduled for a call with a RN Case Manager.

Should I cancel my appointments for certified conditions?

You should contact your Provider's office to see what their policy is related to scheduled appointments during this time. Some Providers have been canceling appointments that are considered routine or non-essential. If you need your routine visit to renew medication, make sure to communicate this to the Provider's office. The Program has been approved to cover telehealth services during this public health emergency; however, each Provider may differ in the services they offer. Contact your Provider for the services they are able to provide. If your Provider does not have telehealth services available, reach out to our case management team to discuss if Teladoc would be an option for your certified conditions.

Will the Program be paying for masks or sending masks out to Members?

The Program is not allowed to provide disinfectant supplies or protective equipment (rubbing alcohol, other disinfectants, gloves, masks, etc). If you feel you are in need of these supplies, please contact your Provider or your local COVID-19 resource helpline. Please follow CDC guidelines for prevention, including social distancing and washing your hands. For more information visit: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>.



Does this mean my certification requests are on hold?

No, the WTC Health Program NPN certification specialists are continuing to work on all requests in the order that they are received. The WTC Health Program reviewers are still reviewing all requests that are sent to them.

I have not completed my Initial Health Exam for Survivors, and my appointment was canceled. Can my certifications be processed before this exam is completed?

We will work with you to address your acute treatment needs and make sure we are taking steps to get you the care you need. Having access to your medical records will help expedite the process of certifying your health conditions. We encourage you to submit your medical records and/or provide authorization forms so we can obtain them on your behalf.

How can I obtain more medications?

Optum is temporarily allowing up to a 90-day supply of medication if the quantity is authorized by your provider. This replaces the previous waiver of early medication refills. If you need authorization or have any difficulty obtaining medications, please have your pharmacy contact the number on the health program card. Mail order medications are also an option and provide a 90-day supply mailed to your home.

Does the Program cover telehealth services?

The Program has been approved to cover telehealth services during this public health emergency; however, each Provider may differ in the services they offer. Contact your Provider for the services they are able to provide. If your Provider does not have telehealth services available, reach out to our case management team to discuss if Teladoc would be an option for your certified conditions.

