

## PEBB Novel Coronavirus (COVID-19) Frequently Asked Questions

### 1. Where can I get up-to-date information on the COVID-19?

Washington State Coronavirus Response (COVID-19)  
[coronavirus.wa.gov/](https://www.coronavirus.wa.gov/)

Washington State Department of Health (DOH)  
[www.doh.wa.gov/coronavirus](https://www.doh.wa.gov/coronavirus)  
1-800-525-0127, press #

Centers for Disease Control and Prevention (CDC)  
[www.cdc.gov](https://www.cdc.gov)  
1-800-232-4636

### 2. What are the general symptoms of COVID-19?

- Symptoms include fever, cough, and difficulty breathing.
- People diagnosed with COVID-19 have reported symptoms that may appear in as few as two days or as long as 14 days after exposure to the virus.

### 3. Should I get tested for COVID-19?

If you're showing symptoms, call your health care provider, who will coordinate with DOH and the CDC to determine if you need to be tested.

### 4. Will my COVID-19 testing be covered under my health plan?

Yes, as long as it is determined medically necessary.

Also, the Washington State Insurance Commissioner has issued [Executive Order 20-01](#) requiring all health carriers in Washington State to:

- Waive copays, coinsurance, and deductibles for any enrollee requiring testing for COVID-19.
- Allow a one-time early refill for prescription drugs.
- Suspend any prior authorization requirement for testing or treatment of COVID-19.

- Allow enrollees to be treated by another provider within a reasonable distance at no additional cost, if an insurer does not have enough medical providers in its network to provide testing and treatment for COVID-19.

**5. Should I plan ahead and order extra prescriptions?**

If you or one of your household members has a chronic condition and regularly take prescription drugs, talk to your health care provider, pharmacist, and insurance provider about keeping an emergency supply of medications at home. Washington State health carriers must allow a one-time early refill for prescription drugs, based on the Washington State Insurance Commissioner’s [Executive Order 20-01](#). In instances where you have 90-day prescription fills, unless you contact your pharmacy directly, you may not be able to access an early refill until you have less than a 30-day supply.

**6. Is telehealth/telemedicine covered under PEBB coverage?**

Yes, as long as it is determined medically necessary.

**7. Who do I contact with questions about my PEBB-covered services?**

PEBB medical carriers	Phone numbers
<a href="#">Kaiser Permanente NW</a>	1-800-813-2000 (TRS: 711) Medicare members: 1-877-221-8221 (TRS: 711)
<a href="#">Kaiser Permanente WA</a>	1-866-648-1928 (TTY: 1-800-833-6388 or TRS: 711) Medicare members: 1-206-630-4600 (TTY: 1-800-833-6388 or TRS: 711)
<a href="#">Premera Blue Cross Medicare Supplement Plan F and Plan G</a>	1-800-817-3049 (TTY: 1-800-842-5357)
<a href="#">Uniform Medical Plan, administered by Regence BlueShield</a>	Medical: 1-888-849-3681 (TRS: 711) Rx: 1-888-361-1611 (TRS: 711)
<a href="#">UMP Plus – Puget Sound High Value Network</a>	1-855-776-9503 (TRS: 711)
<a href="#">UMP Plus – UW Medicine Accountable Care Network</a>	1-855-520-9500 (TRS: 711)