2020 Ancillary Benefits* Updates During COVID-19 Crisis (pg. 1)

Here at UnitedHealthcare Medicare Solutions, our number one priority is the health of our members and everyone who supports them. You may be getting questions from the members you serve. Please use the below as a reference guide, with the understanding that services may change. We are committed to serving our members by minimizing disruptions, and we are doing all we can in collaboration with our vendors to ensure that members are receiving the care they need during this difficult time.

*Benefits vary by plan; review the enrollment guide for specific plan details.

### Acupuncture & Chiropractic
- Messaging has been added to provider search functions to encourage members to call ahead for confirmation on whether or not their office is open and accepting patients.

### Dental
- Members can seek emergency dental care, but they should know that dental offices are closed to non-emergency treatments until early April, following guidance from the American Dental Association and State Boards of Dentistry.
- Providers are in direct contact with UnitedHealthcare members who have non-emergency dental appointments scheduled that are impacted by office closures.
- UnitedHealthcare Dental call centers and service teams (claims, eligibility, operations and network) are operating without disruption.

### Fitbit
- No disruptions with Fitbit servicing have been reported at this time. Fitbit continues to monitor distribution centers.

### Fitness
  **Renew Active™**
- Many gyms have closed to reduce the spread of COVID-19 and have made direct contact with their members to communicate closures.
- All members with Renew Active now have access to Fitbit Premium, via the Renew Active Fitbit Community, and (if eligible) AARP® Staying Sharp for physical and mental exercise, to help with following social distancing protocols. A Fitbit device is not required to access these workout videos.
- Renew Active is tracking closures and call centers have FAQ to answer questions.
  
  **SilverSneakers™**
- Offering Facebook Live events to keep members engaged with their fitness goals.
- Frequent emails and blog posts are being utilized to keep members up to date on gym closures.
- Silversneakers.com added a homepage ribbon alert.

### Hearing
- Members with emergency requests will be accommodated on an as-needed basis.
- UnitedHealthcare Hearing has stopped referring members to providers for routine care.
- Members can still receive home delivery.

### Meal Delivery
- These services continue, (including Mom’s Meals, the meal service available after a hospitalization). Additional sanitization practices have been implemented.
Naturopathy
- Members should call ahead for confirmation on whether or not their naturopathy office is open.

NurseLine
- During this time, members may experience a higher than normal wait time as call volumes have increased.
- We are implementing standard call center contingency planning to meet demands.

Over the Counter (OTC)

Solutran (vendor for some UnitedHealthcare plans)
- Members who call may experience long wait times due to high call volume.
- When members call, they will be notified if there is an expected long wait time.
- Solutran is experiencing some product shortage/out-of-stock impacts for: hand sanitizers, rubbing alcohol, wipes, thermometers, vitamins, diabetic socks and select bath safety items.
- For additional updates related to Walmart and Solutran OTC.

FirstLine (vendor for some UnitedHealthcare plans)
- FirstLine is adjusting service levels to address high call volume.
- FirstLine is closely managing inventory levels and enforcing quantity limits on select products.
- Members will be called directly if an ordered item is out of stock.

Personal Emergency Response System (PERS)
- Some shipments were delayed in February but orders have now been fulfilled.
- 4G launch is delayed but Philips has coordinating to get new members appropriate cellular devices. GPS mobile devices are being used in the interim until 4G devices are available.

Transportation
- To prioritize life-sustaining and critical services (e.g. chemotherapy) and for members in a high-risk category, Customer Service staff are encouraging members to postpone routine care appointments.
- Members who request transportation services will be screened for COVID-19 symptoms and suspected cases are routed to specialist team for triage.
- Drivers are following strict sanitization procedures before and after trips.

Virtual Visits
- All Medicare Advantage (including DSNP) members will have a $0 copay for virtual visits.
- Members will continue to receive communications on how to access Virtual Visits.

Vision
- Following the Centers for Disease Control (CDC) guidance to postpone routine eye care appointments, vision providers have reduced hours (Walmart, Visionworks, etc.) and some are closing until further notice (SVS Vision and Costco).
- Online network providers, such as Warby Parker, are available.
- If needed, members will be notified by Customer Service.