Coronavirus update

With cases of coronavirus (COVID-19) being confirmed, we know you may have a lot of questions and concerns.

We're working hard to prevent the spread of the virus and protect our members, patients and the community. We are prepared as a health plan and care group and have had a taskforce working since January as we anticipated the spread of COVID-19.

COVID-19 testing coverage

Because the coronavirus has risen to the level of a significant public health concern, HealthPartners has decided to provide coverage with no member cost share for administration of the COVID-19 laboratory test (regardless of where the test is performed) for fully insured health plan members. We are also providing coverage with no member cost share related to an in-network office or urgent care visit associated with the test. Please note that coverage with no member cost sharing will not apply to an emergency department visit.

HealthPartners has also temporarily changed our early refill policy* due to the public health concerns caused by COVID-19. We want to ensure our members have access to adequate medication by allowing for early refills.

*For Medicare members we anticipate this will in place as soon as possible.

We're closely monitoring the CDC’s recommended guidance. We are also working with state regulators for any specific benefit or coverage requirements. As the situation evolves, we will continue evaluating coverage needs.

Members with questions about their benefits and coverage should call Member Services at the number on the back of their member ID card.
If you need care

Members who are concerned that they may have or been exposed to COVID-19 can take screening assessments available online at virtuwell or Doctor on Demand should call their primary care clinic.

CareLine is also available 24/7 at no cost to members. The most updated information for HealthPartners members is available here.

We will share this information directly with members.