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COVID-19 Vaccine

Q1. When can my family and I receive our COVID-19 vaccines?

All Hawaii residents ages 6 months and older are eligible for the COVID-19 vaccinations. If you are under 18 years old, you will need parental/guardian consent and you may be limited to a certain type of vaccine that you are authorized to take. Please refer to the [Hawaii Department of Health COVID-19 vaccine webpage](#) for updates.

Q2. How will my family and I get the vaccine?

There are two ways to find a vaccination location:

- The [HDOH COVID-19 vaccine page](#) provides links to receive a COVID-19 vaccine or booster.
- The [CDC's Vaccine Finder](#). Input your zip code and the website will provide vaccination locations near you.

Q3. Am I eligible for the COVID-19 booster shot?

Please refer to the [Hawaii Department of Health COVID-19 vaccine webpage](#) for details on the COVID-19 booster shot.

Q4. Someone I know is a kupuna who qualifies for the COVID-19 vaccine or booster shot but is uncomfortable with the online registration system. How else can they make an appointment?

The [HDOH](#) has a service for kupuna that simplifies the COVID-19 vaccination registration process. View the Department of Health news release [here](#).

- Seniors or family caregivers can call 2-1-1 to reach Aloha United Way's team of trained specialists. This service is available seven days a week for those age 65 and older. Call 2-1-1 for personalized assistance in navigating the registration process and securing appointments. The team can also help eligible individuals arrange for transportation to and from a vaccination provider.
- Aloha United Way's 2-1-1 team is responsible for the initial intake process. Information is then securely electronically transferred to the St. Francis Healthcare System call center team. St. Francis will follow up with kupuna who have called AUW's 2-1-1 within 24 to 48 hours.

COVID-19 Vaccine (continued)

Q5. Could my employer require me to take the vaccine?

For more information, please see your human resources manager or other company executive.

Q6. Could my children's school require them to take the vaccine?

Schools are likely to have their own policies, so please contact your children's principal. We also encourage you to talk to your children's pediatrician, who will provide guidance knowing their health and medical history.

Q7. Are there side effects from the vaccine?

For information on potential side effects, please see [cdc.gov](https://www.cdc.gov). We also highly encourage you to talk to your primary care physician, who knows your health and medical history.

Q8. Will there be a co-pay?

No. There is no co-pay to receive the COVID-19 vaccine. As with the flu shot, this critical vaccine will be provided at \$0 co-pay.

Q9. I had COVID-19 and recovered, so should I take the vaccine when it's made available to me?

We highly encourage you to talk to your primary care physician, who knows your health and medical history.

Q10. I have concerns about the safety of the COVID-19 vaccine. How can I know that it is safe?

The FDA has approved the COVID-19 vaccines. For more information, please see [cdc.gov](https://www.cdc.gov). We also highly encourage you to talk to your primary care physician, who knows your health and medical history.

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COVID-19 Vaccine (continued)

Q11. Where can I learn more about COVID-19 and vaccine developments?

For the most comprehensive and up-to-date information, please see the Centers for Disease Control (CDC) and Prevention at [cdc.gov](https://www.cdc.gov).

COVID-19 Testing

Q1. Under what circumstances should I obtain a COVID-19 test?

The CDC recommends the following individuals should obtain COVID-19 diagnostic testing:

1. [People who have symptoms of COVID-19.](#)
2. People who have come into close contact with someone who tested positive for COVID-19. The CDC currently recommends waiting at least 5 full days after your exposure before testing.
3. Consider testing before contact with someone at high risk for severe COVID-19, especially if you are in an area with a medium or high COVID-19 Community Level.

Current CDC guidelines can be found [here](#). Please review the remaining questions and answers as to whether UHA will provide coverage for a COVID-19 test in specific situations.

Q2. Does UHA cover employer requested or required COVID-19 “screening?”

No. A screening test for COVID-19 is not covered by your UHA plan. A “screening test” for COVID-19 is a test administered to someone with no symptoms. The HDOH and CDC do not currently recommend testing for people who do not have symptoms.

For more information on the at-home COVID-19 tests view this [Important Notice](#).

Q3. How do I get COVID-19 testing?

Start with a call to your doctor. If you’re sick and experiencing flu-like [symptoms](#), such as cough or difficulty breathing, and think you have been exposed to COVID-19, call your doctor (primary care physician / PCP) for medical advice. If you’re able, monitor and report your temperature. Your doctor will determine whether you should be tested and can best instruct you on next best steps, including the most appropriate care location to visit and testing protocols.

COVID-19 Testing (continued)

Q4. Is COVID-19 testing covered by UHA?

Through May 10, 2023 UHA is covering 100% of the UHA eligible charges for COVID-19 diagnostic testing and over-the-counter (OTC) at-home tests. As of May 11, 2023, over-the-counter (OTC) COVID-19 at-home tests will no longer be covered and your UHA plan benefits will revert back to regular deductibles, co-pays, and coinsurance for all other COVID-19 diagnostic testing.

For more information on the at-home COVID-19 tests view this [Important Notice](#).

Q5. Does UHA cover COVID-19 antibody testing now that it's available?

UHA covers antibody tests (serology) at standard coverage levels when **medically necessary and only if one of these [CDC guideline](#) criteria are met under the guidance of a provider:**

1. You have been ill for 9 to 14 days and CDC guidelines call for an antibody (blood) test **plus** the standard COVID-19 (nose swab) test for a more conclusive diagnosis.
2. Your child has complications that his or her physician determines is related to COVID-19, such as an inflammatory syndrome in children (e.g., Kawasaki disease or an illness similar to toxic shock).

The test is **not** currently designed to test individuals wanting to know if they have been previously infected with COVID-19.

Furthermore, the American Medical Association has taken a position on not using serology testing for the sole determination of immunity to COVID-19 secondary to testing limitations along with potential false positive and/or negative results. Read their guidance [here](#).

Therefore, UHA **will not pay for antibody tests** if the test is solely to show immunity to COVID-19.

Q6. Does UHA cover COVID-19 testing for travel purposes?

No. UHA does not cover COVID-19 testing for travel purposes.

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COVID-19 Testing (continued)

Q7. Will UHA reimburse me for the cost of an at-home COVID-19 test?

Effective May 11, 2023 over-the-counter (OTC) COVID-19 at-home tests will no longer be covered. View this [Important Notice](#) for more information.

COVID-19 General Coverage

Q1. Does my coverage include telehealth (phone or video) visits with my physician?

Your co-payment or coinsurance amounts vary depending on the type of service. Please refer to the Summary of Benefits and Payment Obligations in your Member Benefits Guide.

Visit our [Telehealth](#) page to learn more.

The conditions for the coverage of telehealth co-pays can be found in UHA's current [Telehealth Services payment policy](#). Or [call UHA](#) to find out more.

Q2. How else can I get virtual care during this time?

UHA members have access to UHA's team of RN Care Specialists and clinical team for help with answering questions about accessing virtual medical care, medications or how to care for yourself at home. Call 808-532-4006, or toll free at 1-800-458-4600 ext. 300, Monday through Friday from 8 a.m. to 4 p.m. To obtain virtual care, see the resources below.

Virtual Care Resources

The Queen's Health Systems COVID-19 Hotline

If you are experiencing symptoms that may be linked to COVID-19, talk to a Registered Nurse and get your questions answered.

Hours: 8am to 4pm, 7 days a week, including holidays

COVID-19 Infoline: 1-808-691-2619

COVID-19 Vaccine Line: 1-808-691-2222

Website: covid.queens.org

COVID-19 General Coverage (continued)

Q2. How else can I get virtual care during this time? (continued)

Hawai'i Pacific Health COVID-19 Virtual Clinic for Video and Phone Visits

The Virtual Clinic's purpose is to address patients with signs and symptoms of COVID-19 who are well enough to be evaluated without coming to the office and others who have concerns about COVID-19 exposure.

Patients should reach out to their own primary care physician (PCP) for treatment and guidance before contacting the Virtual Clinic. Patients without a PCP are encouraged to contact the Virtual Clinic directly.

Phone: 808-824-5237

Website: hawaiipacifichealth.org/hph-covid-19-updates/telehealth

MyChart

Connect with your PCP for non-emergency conditions via [MyChart](#). You can securely send a message to your doctor and receive diagnoses and treatment plans.

First Vitals

For mild to moderate symptoms of COVID-19, telehealth consults can help reduce the coronavirus from spreading from person to person and is a more efficient way to receive initial care. Book a 15-minute video consult with a medical professional at: covidhawaii.com.

Q3. What do I do if I develop flu-like symptoms, but don't have a personal physician/PCP?

For those experiencing flu-like symptoms without shortness of breath and no history of serious medical problems that could compromise your health, going to an urgent care facility is appropriate. **Please call the urgent care facility in advance** to get any pre-arrival instructions that will help prevent spreading of your illness to others.

However, go immediately to the emergency room if you have any of the following: a rapid pulse, a temperature of over 103 degrees lasting for several days or shortness of breath.

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COVID-19 General Coverage (continued)

Q4. What is the coverage for the diagnosis of COVID-19?

Effective May 1, 2023, your plan benefits will revert back to regular deductibles, co-pays, and coinsurance for medically necessary services related to COVID-19 treatment. This includes:

- Doctor's office visits
- Urgent care facilities
- Emergency room
- Telehealth visits*
- Virtual check-in
- E-visits

For more information visit this [Important Notice regarding COVID-19 treatment benefit update](#).

Q5. If I get COVID-19 and need hospitalization, is that covered?

Yes. All copay, coinsurance, or deductible coinsurance requirements are waived and UHA will provide 100% of the eligible charge for medically necessary hospitalization with a UHA participating facility and their UHA participating providers related to a COVID-19 diagnosis. The waiver applies to all admissions with a date of service from **April 1, 2020 through April 30, 2023**.

However, starting **May 1, 2023**, your plan benefits will revert back to regular deductibles, co-pays, and coinsurance for medically necessary services related to COVID-19 treatment. For more information visit this [Important Notice regarding COVID-19 treatment benefit update](#).

Q6. Where can I get general information about coronavirus and COVID-19?

We recommend the following government web sites for general information about coronavirus during this time:

[cdc.gov](https://www.cdc.gov)

health.hawaii.gov/docd/advisories/novel-coronavirus-2019/

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COVID-19 General Coverage (continued)

Q7. I have been let go or have had my hours reduced by my employer. What are my options for health insurance?

UHA is committed to your health. This pandemic has led to a multitude of changes for Hawaii's workforce. For those who have been let go by their employers or have had their hours reduced, we have resources to help you stay informed and navigate your options.

Individual Plan Transition Resources

- To check if you're eligible for Medicaid and to learn more about how you can apply, visit medquest.hawaii.gov for more information.
- For other individual health plan options and possible subsidies to help receive coverage, visit the Federal Marketplace at healthcare.gov.

If after reviewing these online resources, you find that you need further assistance, contact Customer Services to speak to a representative.

Customer Services

Phone: 808-532-4000

Toll free: 1-800-458-4600

Online: [Leave us a message](#)

COVID-19 Claims

Q1. I think there may be an error on my claim. What can I do?

If you have any questions or need assistance, please contact Customer Services.

Customer Services

Phone: 808-532-4000 ext. 351

Toll free: 1-800-458-4600

Online: [Leave us a message](#)

Rest assured, we will work quickly to resolve any issues. We appreciate your patience as we work through this.