

Questions and answers on COVID-19

From Security Health Plan's COVID-19 update webinar – April 29, 2020

Q. When will COVID-19 tests be readily available to everyone wanting a test? Not just to those that show symptoms. How many people are being turned away from testing currently? When will antibody testing be available?

A. Marshfield Labs will soon have the ability to test up to 10,000 per week through a collaboration with the State of Wisconsin. Efforts are underway to identify how to administer those, keeping in mind we need to continue conservation in the event of COVID surge.

Our current in-house testing capacity is focused on patients who need to be hospitalized, health care workers and/or those whose symptoms merit a COVID test. That is being done through our current internal algorithm for testing, which is based on CDC guidelines, and will continue to evolve.

Q. What information can we provide to employees on COVID-19? What responsibilities are there for employers to keeping their employees safe?

A. Your employees are welcome to visit our website at <https://www.securityhealth.org/covid19>. Our website has a wealth of information and resources specific to members. Additionally, if they have general questions about COVID-19, they can call Marshfield Clinic's helpline at 1-877-998-0880 24 hours a day, 7 days a week. In a few weeks we will host a webinar on occupational health services. We plan to take a deep dive on the services available to you and review how you can prepare your employees for getting back to work. Watch for an invitation to that webinar in your email soon.

Q. Many of our clients are nervous about returning to in-person sessions at the end of the governor's stay-at-home order. Does Security Health Plan have a date until which therapists can continue to use telehealth sessions with clients AFTER the governor lifts the stay-at-home order?

A. We are currently offering telehealth coverage through May 31. However that date is continuously being evaluated, as we know this is an ever-changing situation.

Q. If testing becomes (if not already) widely available, would Security Health Plan/Marshfield Clinic offer onsite testing? If so, would insurance cover the costs?

A. Yes, Security Health Plan would cover the costs for the test itself. Onsite testing would be dependent on supplies available.

Q. Antibody testing - I understand Security Health Plan will pay 100% for this test. This test does not have a high level of accuracy and little purpose at this point. What if a member wants this test numerous times? Will this test be paid at 100% each time? As an employer, it would be nice to be able to place a limit on this until more is known about how the antibodies work. It could give people a false sense of security which will only make matters worse.

A. The ability to test for COVID-19 antibodies is still being developed. The test is generally intended for people who either have had a positive test for COVID-19 and have recovered or who think they were exposed to COVID-19 and no longer have symptoms. Security doesn't limit the number of tests an individual can receive. However, it is important to note there are specific criteria that must be met and a physician's order will be required for coverage of the antibody testing.

Q. It is clear that the COVID-19 pandemic has exacerbated anxiety and other mental health issues as people face fear of illness, job loss, etc. What resources does Security Health Plan offer for mental health and wellness?

A. Security Health Plan offers nurse navigators and care management programs to help members with managing mental health concerns. Members may call Customer Service at 1-800-472-2363 (TTY: 711) to access these services.

An online self-assessment is available through WebMD to members who have a secure My Security Health Plan account at www.securityhealth.org. The assessment is included in all fully insured plans. Upon completion of the assessment, members who are considered high risk for behavioral health issues will be contacted and triaged to the appropriate health coach or to a provider.

Employees can contact the COVID-19 helpline at 1-877-998-0880 for questions regarding COVID-19. This line is open 24 hours a day, 7 days a week. Marshfield Clinic Health System experts can answer general questions regarding behavioral health and make appropriate recommendations.

Employees can also call Marshfield Clinic Health System Behavioral Health at 1-866-520-2510 for a telehealth visit.

Below are links to other helpful resources:

- <https://www.marshfieldclinic.org/Specialties/psychiatry-and-psychology>
- <https://211wisconsin.communityos.org/coronavirus>

*The COVID-19 pandemic is a fluid situation, policies and information are changing quickly as we work together to address the health and safety of our communities. Information provided in this document is accurate as of **May 1, 2020**. Please see our website for the most recent updates:*

<https://www.securityhealth.org/covid-19>.

We will continue to do our best at reaching out to our partners and our clients as changes are made.