

The COVID-19 email template was designed to be editable to allow you to easily tailor the language to reflect COVID-19 coverage decisions and UnitedHealthcare/Optum benefits. You are encouraged to send this email directly to your covered employees via your internal communications channels.

**Important:**

1. **Save the template first to your desktop or folder and then open it from the saved file to make edits.**
2. **Please make selections before sending; do not send the email as is.**
3. **After deleting unneeded copy blocks, ensure the copy blocks line up with the icons.**

Under the “What this means for you” portion of the email – **Delete** any option not applicable to you and **delete** any content in pink that is meant to guide your selections.

**Section 1: Waived Costs**

- **Option 1:** Delete Copy Block 2, including pink copy, if you are waiving all costs related to COVID-19 diagnostic testing and associated visits.
- **Option 2:** Delete Copy Block 1, including pink copy, if you’re waiving all costs related to COVID-19 diagnostic testing, associated visits and treatment services related to the COVID-19 diagnosis.
- Always delete pink copy.

**Section 2: Telehealth – *Select multiple options***

- **Option 1:** Keep Copy Block 1 if you **have** Virtual Visits and **will** be offering free Virtual Visits.
- **Option 2:** Keep Copy Block 2 if you **have** Virtual Visits and **will not** be offering free Virtual Visits.
- **Option 3:** Keep Copy Block 3 if you **are** offering local provider telehealth access.
- Always delete pink copy.

**Section 3: Medication Refill**

- Delete entire section if your customer does not use OptumRx as its pharmacy benefit manager (PBM).
  - To delete the extra space and extra line, move the cursor between the two lines. Right-click and select “Delete cells.” Then click “Delete entire row.”
  - Right-click again between the two lines and select “Delete rows.”

**Section 4: Emotional Support**

- **Option 1:** Delete Copy Block 2, including pink copy, if you **have** the Employee Assistance Program (EAP) or Behavioral Health.
- **Option 2:** Delete Copy Block 1, including pink copy, if you **do not have** either EAP or Behavioral Health.
- Always delete pink copy.

**Note:** The editable email is in Outlook (.OTF) format.