

Frequently Asked Questions About At-Home COVID-19 Tests

Order FREE At-Home COVID-19 Tests from the Federal Government

Every U.S. household is eligible to order 4 free at-home COVID-19 tests from the federal government.

Online: <https://www.covidtests.gov/> By phone: 1-800-232-0233 (TTY 1-888-720-7489)

\$0 Test Cost | \$0 Shipping Fee | USPS delivery within approximately 14 days

Order FREE At-Home COVID-19 Tests from the Wisconsin Department of Health Services website

<https://sayescovidhometest.org/en>

If a COVID-19 test is needed IMMEDIATELY due to illness or exposure to someone with COVID-19, the following options are available:

FREE Community Testing Sites on the Wisconsin Department of Health Services website

<https://dhs.wisconsin.gov/covid-19/community-testing.htm>

Over-the-Counter At-Home Tests from OptumRx COVID-19 Test Kit Network

- Kinney Drugs
- Rite Aid Pharmacy (including Bartell Drugs)
- Sam's Club Pharmacy
- Walgreens Pharmacy
- Walmart Pharmacy

Show your member ID card at the pharmacy counter to get FDA-authorized at-home COVID-19 tests for no cost. Visit OptumRx website for more information optumrx.com/testinfo

Over-the-Counter At-Home COVID-19 Tests from Any Other Retailer (including online)

Pay Upfront (up to \$12 Reimbursement per Test)

If you choose to buy at-home COVID-19 tests from a retailer that is not part of the OptumRx COVID-19 Test Kit Network, you will need to submit a reimbursement form and receipt(s) to OptumRx.

Visit OptumRx website for more information optumrx.com/testinfo

Do I need to get my COVID-19 tests every month?

No. Only get enough tests to be prepared in case you get sick or are exposed to someone who is confirmed as having COVID-19.

Will I have to pay upfront for my at-home COVID-19 test?

FREE tests are available from the government. You can also get COVID-19 tests with no upfront cost from the pharmacy counter of one of OptumRx's COVID-19 Test Kit Network pharmacies. Please go to the OptumRx website optumrx.com/testinfo for the most up-to-date list of pharmacies in the COVID-19 Test Kit Network. You will only need to pay upfront for the at-home COVID-19 test(s) if you use another source.

How do I get reimbursed for my at-home COVID-19 test?

After purchasing the test(s), submit your receipt(s) with the **OptumRx COVID-19 Test Kit Reimbursement Request Form** to OptumRx. Instructions for completing the form are available on the OptumRx website.

Please note the following requirements for reimbursement:

- COVID-19 test purchased must be FDA-authorized
- Test kits purchased for administrative purposes such as employment or travel are not reimbursable by CGHC.

How much will I be reimbursed for an at-home COVID-19 test if I purchase the test upfront and then submit a claim for reimbursement?

Members will be reimbursed up to \$12 per test (maximum allowable amount), for up to 8 over-the-counter at-home COVID-19 tests per covered member, per month. The maximum monthly at-home COVID-19 test kit reimbursement per member is \$96 (8 tests x \$12).

Please note, the following do not qualify for reimbursement:

- Shipping costs
- Balance billed amounts (over the maximum allowable amount of \$12 per test)
- Test kits purchased for administrative purposes such as employment or travel

If I pay more than \$12 per at-home COVID-19 test, will the balance that is not reimbursed apply towards my deductible and maximum out-of-pocket?

No. Any cost you pay over the maximum allowable amount will not apply towards your deductible or maximum out-of-pocket. Purchasing at-home COVID-19 tests out of network is handled the same as other services from out-of-network providers. The balance billed amount doesn't apply towards your deductible and maximum out-of-pocket.

Example – if you purchase a package containing two at-home COVID-19 tests for \$30, OptumRx would reimburse you \$24 (\$12 per test). The remaining \$6 would not be applied to deductible or maximum out-of-pocket.

My friend is selling at-home COVID-19 tests. If I purchase test(s) from them, can I receive reimbursement?

No. Purchases made from a direct individual are not reimbursable.

I heard that at-home COVID-19 tests are also available on eBay, Facebook, and other online marketplaces. If I purchase tests from these sources, can I receive reimbursement for the test(s)?

No. Purchases made from online marketplaces like eBay and Facebook are considered to be supplied by a direct individual and are not reimbursable.

What form of reimbursement will I receive?

OptumRx will issue a check payable to the member listed on the **OptumRx COVID-19 Test Kit Reimbursement Request Form**. For any minor dependents, reimbursement will be sent to the subscriber.

Where can I get a free COVID-19 test today if supplies at OptumRx's COVID-19 Test Kit network pharmacies are sold out?

You can find a community testing site on the State of Wisconsin Department of Health Services website <https://www.dhs.wisconsin.gov/covid-19/testing.htm>

COVID-19 tests are also available without cost-sharing to covered individuals when administered by a health care provider like a nurse, doctor, or pharmacist.

Do I need to get my at-home COVID-19 test from a pharmacy in OptumRx's COVID-19 Test Kit Network?

Where you purchase an at-home COVID-19 test is not limited to any specific retailers or pharmacies. However, COVID-19 tests purchased from an out-of-network pharmacy or other retailer, will be reimbursed up to the maximum allowable amount of \$12 per test. You will be responsible for any amount above \$12. Each covered member is limited to 8 tests per month. We anticipate OptumRx will add more pharmacies to the COVID-19 Test Kit Network in upcoming weeks. Please visit their website for the most up-to-date list of COVID-19 Test Kit Network pharmacies.

What if I buy more than one over-the-counter at-home COVID-19 test at a time?

The maximum number of at-home COVID-19 tests per covered member, per month is eight (8). Tests may be bought separately or all at once. Keep in mind that COVID-19 tests are generally sold in multiples. So, one package may contain two (or more) COVID-19 tests. One package containing two tests would count as 2 tests for that month.

How long will it take to receive reimbursement?

Our goal is to provide prompt reimbursement of claims for at-home COVID-19 tests. We estimate claim processing will take up to 30 days from the time OptumRx receives a fully completed **OptumRx COVID-19 Test Kit Reimbursement Request Form** with the COVID-19 test(s) receipt(s) attached.

How many over-the-counter at-home COVID-19 tests can I get reimbursed for?

The maximum number of at-home COVID-19 tests per covered member, per month is eight (8). That means a family of four could potentially be eligible for reimbursement of up to 32 tests per month. Note: the maximum reimbursement amount is \$12 per test.

Be aware that COVID-19 tests may be packaged individually or as multiples such as two tests packaged in one box. OptumRx will cover 8 tests per covered member per month, regardless of how they are packaged and/or distributed.

Can I drop off my OptumRx COVID-19 Test Kit Reimbursement Request Form and receipt in person?

No. Please send your completed **OptumRx COVID-19 Test Kit Reimbursement Request Form** with receipt(s) attached to the address listed on the form.

Can I submit the OptumRx COVID-19 Test Kit Reimbursement Request Form with proof of purchase receipts electronically?

Yes. OptumRx offers an electronic form for reimbursement of at-home COVID-19 tests. Please go to their website for more information.

My employer requires that I test myself multiple times per week and send them the results as a condition of employment. Can I get these tests reimbursed by insurance?

No. Any form of COVID-19 testing used for administrative purposes such as employment or travel are not reimbursable by CGHC, including at-home COVID-19 test kits.