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AvMed Provides Members with Healthcare Services and Resources to Address COVID-19

MIAMI, Fla. – March 27, 2020 – AvMed, one of Florida’s oldest and largest not-for-profit health plans, is providing healthcare services and resources to its members to help address the spread and impact of the coronavirus (COVID-19). During this time, AvMed will remain open as an essential business for the community. In an effort to protect the community and its associates, AvMed began moving its workforce to the home setting early last week. To date, more than 95% of the workforce is operating from home, allowing AvMed to ensure all of its members receive the critical access to care they need without delay or interruption.

“The personal health of our members and their families is a top priority in our ongoing response to this evolving situation,” James M. Repp, president and chief operating officer at AvMed. “Our goal is to always provide our members with peace of mind, value-added services and solutions that add up to better service, quality, affordability and health,” added Repp.

Here are the services and resources AvMed is providing to its members.

Zero Cost Diagnostic Testing: AvMed is encouraging its members to immediately call their healthcare provider if they are experiencing symptoms or think they may have been exposed to COVID-19. If it is determined that coronavirus testing is needed, AvMed will waive the cost share for diagnostic testing for fully-insured commercial and Medicare members.

Increased Access to Prescription Medications: AvMed, in partnership with CVS Health, is also waiving early refill limits on 30-day prescriptions for maintenance medications and providing home delivery of all prescription medications free of charge. Members who wish to request a 90-day supply of their medication may do so as part of their benefit any time of the year.

Zero Cost Virtual Visits: To ensure that members have the access to the care they need without increasing their risk of exposure, AvMed wants to remind members to take advantage of their Virtual Visits benefit to access board-certified physicians conveniently from their computer or smartphone — anytime, anywhere. AvMed’s Virtual Visits, powered by MDLIVE, can be accessed 24/7/365 and help reduce the opportunities for disease transmission by going to members.mdlive.com/avmed. To reduce barriers to access, AvMed is offering zero copays and cost share for any and all virtual visits until
5/15/2020. Additionally, where applicable, copays and cost share will be waived for telehealth visits as well as telephone visits members may need from their traditional healthcare providers.

**No Specialist Referral Requirements**: To improve access to care during this difficult time, AvMed will waive primary care-to-specialist referrals related to coronavirus testing and services until 5/15/2020.

**Expanded Behavioral Health Access**: During this time of heightened concern, AvMed is also encouraging members who need help managing their stress and anxiety about the COVID-19 outbreak to tap into their plan’s behavioral health benefit through Magellan Health Services by calling 800-424-4810 or visiting magellanhealthcare.com/covid-19 for more information.

Members who have questions or need additional information are encouraged to visit www.AvMed.Org/News/Coronavirus or call the Member Engagement Center at the number listed on their card.

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**About AvMed**
With headquarters in Miami and offices in most major metropolitan areas of the state, AvMed transforms lives to create a WELLfluent® world. By uniting around this sole purpose over our 50-year history, we’ve aimed to inspire our Floridian health plan Members to focus on celebrating the riches that matter most—health and happiness. Learn more at AvMed.Org.

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