

**Health Insurance Carrier Information for Consumers Related to
COVID-19 (Coronavirus) Testing and Treatment**

Carrier Name

Contact Information

AllWays Health Partners	<u>Contact Info:</u> Members should call the Member Services phone number on the back of their member ID card (866-414-5533) <u>Consumer Website Info:</u> • https://go.allwayshealthpartners.org/coronavirus
Aetna	<u>Contact Info:</u> Members should call the Member Services phone number on the back of their member ID card. <u>Consumer Website Info:</u> • https://www.aetna.com/individuals-families/member-rights-resources/covid19.html
BMC HealthNet Plan	<u>Contact Info:</u> Members should call the Member Services line, which includes a prompt for COVID19 at 855-833-8120 <u>Consumer Website Info:</u> • https://www.bmchp.org/COVID-19-Guide
Blue Cross and Blue Shield of MA	<u>Contact Info:</u> Call the Member Help Line 1-888-372-1970 <u>Consumer Website Info:</u> • https://www.bluecrossma.org/myblue/coronavirus-resource-center

Cigna	<u>Contact Info:</u> • General: 1-855-287-8400 • COVID-19: 1-866-912-1687 <u>Consumer Website Info:</u> • https://www.cigna.com/coronavirus/
ConnectiCare of Massachusetts	<u>Contact Info:</u> 1-800-251-7722 <u>Consumer Website Info:</u> https://www.connecticare.com/covid19/FAQ
Fallon Health	<u>Contact Info:</u> 1-877-835-8440 (TRS 711) <u>Consumer Website Info:</u> • http://fallonhealth.org/coronavirus.aspx
Health New England	<u>Contact Info:</u> Call HNE phone line: 800-310-2835 <u>Consumer Website Info:</u> • https://healthnewengland.org/COVID-19-Coverage

Point 32 Health (Harvard Pilgrim Health Care and Tufts Health Plan and Tufts Health Public Plan)	<u>Contact Info:</u> Harvard Pilgrim 888-888-4742 (General) Tufts 617-972-9400 <u>Consumer Website Info:</u> • https://tuftshealthplan.com/covid-19/member/testing-and-coverage • https://www.harvardpilgrim.org/myoptions/covid-19-testing-and-coverage/
UnitedHealthcare Insurance Company	<u>Contact Info:</u> A member with a question may contact the Company at any time by calling the number on the back of his/her identification card or 866-414-1959 <u>Consumer Website Info:</u>  https://www.uhc.com/health-and-wellness/health-topics/covid-19/coverage-and-resources-