



## Coronavirus (COVID-19): Solis Health Plans Has You Covered.

To address the many questions you may have, please reference our coverage list below. We will continue to provide any additional answers, and please reach out to us at 1-844-44-SOLIS for any additional coverage questions.

- As a Medicare Advantage Plan member, you have access to the same benefits provided by Medicare.
- Lab tests for COVID-19 are covered. *You pay no out-of-pocket costs.*
- All medically necessary hospitalizations are covered. This includes if you're diagnosed with COVID-19 and might otherwise have been discharged from the hospital after an inpatient stay, but instead you need to stay in the hospital under quarantine.
- COVID-19 vaccines are now FDA approved, readily available, and covered by all Medicare Prescription Drug Plans (Part D). The vaccine is safe and effective in preventing severe infection, hospitalization and death from COVID-19.
  - Some people may experience side effects of the COVID-19 vaccine, such as pain or swelling where they got the vaccine. You may also get fever, muscle aches, chills, fatigue, headaches or a combination of these symptoms.
  - COVID-19 vaccine side effects may last about a day or two, and do not signify illness. These are signs that your immune system is responding and preparing to fight the coronavirus if you catch it. If symptoms persist, please call your doctor.

Specific information on your coverage:

- **Lab testing and testing locations** – Solis has worked with its medical center partners and participating laboratory diagnostic providers, such as Quest Diagnostics, to make COVID-19 testing available to its members according to the guidelines approved by the Centers for Medicare and Medicaid Services (CMS). These laboratory tests are offered with no out-of-pocket costs to Solis members. Home-based testing of individuals with the highest risk for complications relating to COVID-19 infection is also available for Solis members meeting the required criteria. Additionally, and consistent with our mission to support the Florida community, Solis has partnered with local government agencies, charities, and business partners to provide supplies, such as testing kits and personal protective equipment (PPE), to community testing sites serving the broader public.
- **Telehealth** – In response to the Public Health Emergency, and consistent with the guidelines approved by the Centers for Medicare and Medicaid Services (CMS), Solis has temporarily expanded coverage of telehealth services to enable existing providers in the plan's network to continue servicing our membership. This includes non-emergent primary care, specialist, and

mental health services for members with health care needs but preferring to remain in their homes.

- **Mental Health** – The team at Solis understands that our membership is at greater risk for complications from a COVID-19 infection. This is often accompanied by anxiety and feelings of loneliness resulting from the isolation of self-quarantine. Solis representatives are standing by to assist members dealing with mental health concerns resulting from the COVID-19 epidemic. We are able to connect individuals with community resources that can help address specific needs, such as food or home supplies, to help ease concerns. Additionally, Solis providers are available to provide non-emergency assistance for mental health concerns via telehealth services should the need arise. Telehealth services are being allowed on a temporary basis during the Public Health Emergency.
- **Over-the-counter (OTC) Medications** – Solis would like to remind its membership that many over-the-counter (OTC) medications, such as pain relievers, are available to them each month at no cost as part of their plan. These products have the added benefit of being delivered by our OTC fulfillment facility directly to a member's home within two to three days of the order being placed. Solis members should call our Member Services Team at 844-447-6547 for assistance with placing an OTC order today.
- **Meals** – If you have anxiety over the ability to obtain adequate food supplies while we are dealing with the COVID-19 Public Health Emergency, Solis is working with community and local business partners, such as our Medical Center providers and food distributors, to ensure that members without the means or capability to obtain food are provided for during this time of need.
- **At-home Fitness Kits** – Solis understands that our senior population is increasingly confined to their homes in an effort to stay healthy. Furthermore, we know that physical fitness is an important element in achieving and maintaining wellness. During this unprecedented health crisis, we are working with Silver&Fit, our fitness benefit partner, to support you with additional resources to keep you on track. We encourage our members to access existing benefits, such as Silver&Fit Home Fitness Kits, as well as temporarily expanded benefits such as a credit towards a fitness tracking device or access to Health Aging Coaching. These temporarily expanded benefits will be available for an extended period of time.
- **Masks and Other Personal Protective Equipment (PPE)** – Solis has worked with community and business partners to obtain personal protective equipment (PPE) in support of health care workers and Solis members during this time of need. This has enabled our Medical Center partners to remain open, allowing them to address urgent patient needs in person, and has equipped our membership with a mask should they need to leave their homes. Members requiring masks should contact the Solis Member Services Team at 844-447-6547 to request one as part of their OTC medication order.

The team at Solis Health Plans is closely following updates related to the new coronavirus (COVID-19). We are following guidance from the Centers for Disease Control ([CDC](#)), the [Florida Department of Health](#), and [Medicare](#) to ensure we have the latest information to guide our members, providers, and employees regarding COVID-19. New information will be provided on this page as it becomes available.

The Solis Team is here for you, as always, if you have questions about COVID-19 or your plan benefits and need guidance on being assessed or require treatment, please call us at [844-447-6547](tel:844-447-6547)/[TTY:711](tel:844-447-6547) for assistance.

*\*Updated by Solis Health Plans on September 23, 2021.*