

Our commitment to waiving member costs for testing and treatment related to COVID-19 has not changed. In early March it was difficult for some members to get a direct test for COVID-19. This test was to prove they did not have a different viral illness like the flu. As those unusual instances are brought to our attention, claims are being reprocessed and costs retroactively waived, as was the case with Ms. Abel.

-Ethan Slavin, spokesman, Aetna

-Date sent: April 13, 2020