This bulletin provides important information and resources to assist you with testing and treating your patients for Novel Coronavirus (COVID-19), including information for Kaiser Permanente members who may need to be informed of their care options.

**Patient Education**

We have sent a letter to our Kaiser Permanente members which describes the virus, details measures they can take to avoid exposure, and provides them with their care options. We have posted a dedicated web page on our Kaiser Permanente member site that addresses these concerns as well, which will be updated as needed. Additionally, we are sending a weekly email update to all KP members who have registered on our website.

**Virtual Care Options**

If appropriate, you may wish to advise your Kaiser Permanente patients to seek virtual care rather than schedule an in-person visit. Kaiser Permanente members may call our Consulting Nurse Service, schedule an e-visit, or use our online Care Chat feature to access virtual care. Members must register for online services at Kaiser Permanente to use these features. Kaiser Permanente covers telehealth, telemedicine and virtual medicine delivered by contracted providers that meet our published payment policies. Please refer to our Telehealth, Telemedicine and Virtual Medicine Payment Policies for details.

**Testing and Treatment Coverage**

We will not charge member cost-sharing (copayments, deductibles, and coinsurance) for all medically necessary screening and testing for COVID-19. This policy applies to the cost of the visit, associated lab tests, and radiology services at plan hospital, emergency department, urgent care, and provider offices where the purpose of the visit is to be screened and/or tested for COVID-19. In the event the Kaiser Permanente member is diagnosed with COVID-19, all treatment, including hospital, transportation and pharmacy services(if applicable) will be covered and charged according to the member’s normal plan coverage rules.

**Disability Access**

Please consider the impact of any new procedures or processes you may implement during this time on patients with disabilities. Those with visual, hearing, or mobility limitations may need additional assistance.

**Notifications & Inquiries**

Please notify us if your facility or clinic plans to close due to capacity issues or concerns related to Coronavirus (COVID-19). You may contact us directly at KPWA.provider-services@kp.org. For clinical questions, contact Dr. Bradley Pope, District Medical Director at 1-509-990-4790.

**Provider Education and Protection**

We have adopted WHO protocols for patient care at this time. We have developed a huddle card for our Kaiser Permanente providers, which describes our approach, who and when to test, protective measures, and ongoing management. Feel free to use this as a resource for your staff as well.

**Kaiser Permanente Washington Health Research Institute Vaccine Testing**

The National Institutes of Health selected Kaiser Permanente to begin a clinical trial of an investigational vaccine for the 2019 novel coronavirus, SARS-CoV-2. The selection speaks to Kaiser Permanente’s leadership in population health...
and its stature as one of the nation’s most productive and innovative research organizations. We look forward to sharing the results as they become available.