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COVID-19 Frequently Asked Questions

How can I get tested to determine COVID-19?

We recommend that you first call your Primary Care Provider. You can also utilize our telehealth service, Centra 24/7. If possible, we suggest that you avoid immediately going to the emergency room or to a high-volume urgent care setting to limit the spread of the virus.

If you don't have a Primary Care Provider, you can find one on our provider search tool at pchp.net.

Also, until October 17, 2021, which is the end date of the U.S. Public Health Emergency, Piedmont is waiving out-of-pocket member costs for telehealth services at Centra 24/7. To use Centra 24/7, sign up at www.Centra247.com. Services available 24 hours a day, 7 days a week, 365 days a year.

What will the cost be to me (a Piedmont member) to be tested for COVID-19?

Until October 17, 2021, which is the end date of the U.S. Public Health Emergency, Piedmont is waiving out-of-pocket member costs associated with diagnostic testing for COVID-19.

Prior authorization is not required for diagnostic services related to COVID-19 testing.

I would like to consult with a mental health counselor, but I am concerned about going to his/her office. Are there other options?

Until October 17, 2021, which is the end date of the U.S. Public Health Emergency, Piedmont is permitting online mental health counseling to all members at in-network providers. Online means interacting with a mental health counselor by phone or via a computer.

My provider tells me that I have an out of pocket cost associated with COVID-19 testing. Aren't these costs being waived by Piedmont?

Until October 17, 2021, which is the end date of the U.S. Public Health Emergency, Piedmont is waiving out-of-pocket member costs associated with diagnostic testing for COVID-19.

In addition, until October 17, 2021, Piedmont is waiving out-of-pocket member costs for telehealth services at Centra 24/7.

For questions, please ask your provider to call Piedmont's Customer Service Department.

How long will PCHP waive the member cost-share for diagnostic testing for COVID-19?

These benefits will be available for services performed through October 17, 2021, which is the end date of the U.S. Public Health Emergency.

What can I do to reduce my chances of being infected?

We recommend that you take the following steps to help prevent the spread of COVID-19 or other illnesses, including the flu:

- Wash your hands often with soap and water for at least twenty seconds or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not readily available,
- Cover your mouth and nose when you cough or sneeze,
- Stay home when you're sick, and
- Call your doctor's office and/or use an approved telehealth option if you think you are ill.

We further recommend that patients seek medical care via primary care or through our telehealth options, such as Centra 24/7, to avoid potential risk of infection by gathering in emergency rooms and urgent care facilities.

What can I do to support elderly/infirm family members who are vulnerable to infection?

The Centers for Disease Control and Prevention recommend the following:

- Know what medications they are taking and see if you can help them have extra on hand.
- Monitor food and other medical supplies (oxygen, incontinence, dialysis, wound care) needed and create a back-up plan.
- Stock up on non-perishable food items to minimize trips to stores
- If you care for someone living in a care facility, monitor the situation, ask about the health of the other residents frequently and know the protocol if there is an outbreak.

Where should I go for additional information?

We recommend the CDC website: https://www.cdc.gov/coronavirus/2019-ncov/index.html