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## Sharing the latest Specialty Benefits updates

These are extraordinary times—for our members, communities, health care workers, customers and our UnitedHealthcare family. We've all been tested, as COVID-19 has perhaps changed how we work, manage our health and navigate new safety protocols.

Today, I'm writing to underscore how much we value our overall relationship and your commitment to the health of your team. UnitedHealthcare Specialty Benefits has taken several steps to help members access care, provide financial relief and ensure our collaboration endures beyond these extraordinary events. As the environment remains dynamic, we will continue to update our [COVID FAQs](#) so you have access to the latest information.

For Employers:

- **Extension of COVID-19 renewal program:** We are extending our commitment to renew at existing rates or better for groups with 2-499 eligible lives until December 31, 2020. This applies to fully insured Dental, Vision, Life, and Disability and Supplemental Health\* plans. [Details here.](#)
- **Reduction in dental premium:** UnitedHealthcare Dental is providing a 50%, 1-month premium reduction in July—reflected on June invoices.

For Providers:

- **Enhanced reimbursement rates for dental care providers:** In-network dentists enrolled in electronic payments will receive increases between \$5 and \$10 for certain services related to routine exams, emergency services and initial evaluations for children and adults. UnitedHealthcare Dental contracted providers may be eligible to gain access to a portion of UnitedHealthcare Dental's \$10 million COVID-19 relief package.\*\*

For Members:

These last few months highlighted how important and valuable our Financial Protection products are, providing an additional layer of protection to help offset the unexpected costs that may greatly impact an employee's health and financial security.



#### UHC Dental

Provides access to at-home telephone and video consultations with their own dentist, another local dentist with availability or a primary care physician.

The resource is available at no member cost sharing (i.e., waived deductible and copay) or extra cost for members enrolled in our fully insured employer-sponsored dental plans until July 24, 2020.



#### UHC Vision

In addition to the ability to conduct a telehealth visit with a network vision provider, members enrolled in our employer-sponsored vision plans now have network access to [GlassesUSA.com](https://www.glassesusa.com), offering one of the largest online collections of eyewear, with free shipping and returns. Members continue to have in-store and on-line access to Warby Parker® products and services.



#### UHC Hearing

UHC Hearing has always offered home delivery. We can deliver fully programmed hearing aids (RELATE Basic only) directly to a member's home. In response to the challenges of fitting hearing aids during COVID-19, UHC Hearing has entered into an arrangement with 1DOCWAY to use a fully compliant video conferencing platform for these appointments.

We also offer [member tips](#) to help make the most of Specialty Benefits from home, and I encourage you to share these resources.

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the unexpected costs that may greatly impact an employee's health and financial security.

We strive each day to serve with compassion and live out our mission—to help people live healthier lives and to help make the health system work better for everyone. It guides the work my team and I do each day and is central to the actions we've taken to help employers, members and providers through these difficult times. And, as the COVID-19 situation evolves, we will continue designing solutions to help expand access to care, help support health care providers and to help bolster the well-being of those we serve.



A handwritten signature in blue ink that reads "T. P. Wiffler".

Tom Wiffler  
CEO, Specialty Benefits  
UnitedHealthcare

Download a one-page review of the [UnitedHealth Group COVID-19 response](#).

*\*WA groups in the 2-50 space will be subject to standard renewal rate strategy for Dental & Vision*

*\*FL groups in the 2-100 space will be subject to standard renewal rate strategy for STD and LTD*

*\* Supplemental Health (Critical Illness, Accident, Hospital Indemnity) available for groups of 51+ employees*

*\*\*Enhanced rates available until program funding is exhausted and may not be available in all states or for all dental plans.*





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