

# Website FAQs

## Question: Where can I obtain at-home COVID-19 tests?

If you go to the pharmacy counter, you may be able to present your member ID and ask them to bill your insurance just like you would a medication. This will help avoid having to pay out of pocket entirely. Please note that many pharmacies are still working to set up this process and may require that you pay out of pocket for now. If that happens, please see below for how to get reimbursed. Additionally, starting on January 19, you will be able to order up to four tests for free directly from the federal government via this site: <https://www.covidtests.gov/> You can obtain a test through our network of pharmacies. You can search for a location [here](#).

## Question: I didn't get my tests at a CVS/Caremark. How do I get reimbursed?

You'll still be able to get reimbursed. Just follow the steps below:

1. Please visit **Caremark.com** and sign in or register. Be sure to have your member ID available if you haven't previously created an account with Caremark. (You can always access your member ID number through your [link to Member Portal Log In])
2. Select "Plan & benefits"
3. Select "Request reimbursement" and follow the prompts listed there

## Question: What are the requirements for reimbursement?

- Your tests must be purchased on or after January 15, 2022.
- Your tests must be FDA authorized.
- You must be an active member enrolled in individually purchased health care or on a small group plan. Reimbursement doesn't apply to Medicare Advantage plans.

You will be reimbursed for up to eight tests (not eight test kits) per member per 30-day period. Ideally, the receipt should only include the purchase of tests and no other items (i.e., a receipt that includes only the at-home COVID test(s) purchased and no other non-reimbursable purchases) is preferred as it will allow us to process your request more quickly.

## Reimbursement guidelines:

FDA Authorized OTC COVID self-tests will be reimbursed and include the following.

- |                                    |                                  |                                 |
|------------------------------------|----------------------------------|---------------------------------|
| ▪ Abbott BinaxNOW                  | ▪ BD Veritor At-Home Test        | ▪ ACON Flowflex Home Test       |
| ▪ SD Biosensor COVID At Home Test  | ▪ InBios SCov-2 Detect Self-Test | ▪ Ellume Home Test              |
| ▪ Siemens's CLINITEST Self-Test    | ▪ OraSure Inteliswab Rapid Test  | ▪ Detect COVID-19 Test          |
| ▪ iHealth COVID-19 Self-Test       | ▪ Celltrion DiaTrust Home Test   | ▪ Lucira Check-it COVID-19 Test |
| ▪ Access Bio's CareStart Self-Test | ▪ QuickVue At Home Test          | ▪ Cue Covid-19 at home test     |

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