

## AT-HOME COVID-19 TEST ORDERING FAQ

### MDLIVE URGENT CARE PHYSICIANS CAN NOW PRESCRIBE AT-HOME COVID-19 TESTS THROUGH LABCORP

MDLIVE physicians have provided care for over 70,000 patients with complaints of COVID-19 symptoms or recent COVID-19 exposure. Beginning in May 2021, MDLIVE physicians can now prescribe at-home COVID-19 tests for patients when clinically appropriate. The MDLIVE clinical team believes strongly that testing remains an important tool in identifying, assessing, and preventing the spread of COVID-19. Making this tool easily accessible for patients is an important step as communities across the country return to normal activities.

The at-home COVID-19 test through MDLIVE in partnership with LabCorp provides the following benefits:

- Available at no cost to the patient\*
- Conveniently delivered right to the patient's door with simple instructions
- Minimizes the risk of viral spread by allowing the patient to stay home
- Non-invasive nasal (short swab) collection
- MDLIVE doctors also provide trusted care for over 80 common medical conditions while minimizing patients' exposure to contagious viruses like COVID-19.

## General

### What kind of COVID-19 tests are available to be ordered by MDLIVE providers?

The at-home COVID-19 test kit includes a RT-PCR test designed to detect an active infection of the virus. See [LabCorp site](#) for more information.

### Are patients able to request at-home COVID-19 test kits?

Yes, but tests will only be ordered by their MDLIVE provider upon completion of a virtual care visit, when medically appropriate.

### Can MDLIVE at-home COVID-19 tests be used for 'return-to-work' or travel authorization purposes?

No. At this time, the at-home COVID-19 tests are strictly for patients with suspected cases of COVID-19 to help the patient avoid potentially exposing others by having to leave their home in order to complete a test.

### How long is the lab order of an at-home COVID-19 test kit valid for?

Order will be valid for 14 days from when provider signs SOAP for patient to validate / provide home address, after which it will be cancelled. Patients and payors will not be charged if an order is cancelled at this juncture.

Once patient confirms their address and the order is submitted to and shipped from LabCorp, the patient has 60 days to return the test kit. If the kit has not been returned after 60 days, the order will be cancelled, and patient may be charged a \$19 fee.

### When did MDLIVE launch at-home COVID-19 test ordering?

May 10, 2021

## Costs

### **What is the cost of an at-home COVID-19 test for patients?**

Regardless of health insurance plan coverage, patients who complete their test will not be billed by MDLIVE or LabCorp, though the patient may be charged by their health insurance plan or employer.\*

### **What is the cost of an at-home COVID-19 test for payors?**

Payors will be charged \$119 per completed test, but this is subject to change in accordance with CMS pricing.

### **How will payors or their associated ASO's charged/billed for completed at-home COVID-19 tests?**

For insured patients, LabCorp will bill payors, directly. For uninsured patients, LabCorp will bill the appropriate state uninsured fund.

### **Will payors be charged the \$119 fee for at-home COVID-19 tests that patients do not return and are charged for?**

No. Payors will not be charged the \$119 fee until the patient returns their at-home COVID-19 test kit for analysis.

### **How will the cost of at-home COVID-19 test be covered if patient is uninsured, or doesn't have test coverage through their plan?**

For insured patients, LabCorp will bill payors, directly. For uninsured patients, LabCorp will bill the appropriate state uninsured fund.

### **Does adding the ability for MDLIVE providers to order at-home COVID-19 tests have any contract implications as a result of the associated fee for payors?**

No. The decision of an MDLIVE provider to order an at-home COVID-19 test for a patient is similar to an MDLIVE provider prescribing a medication as an outcome of a virtual visit.

## Test Ordering & Shipping

### **How will at-home COVID-19 tests be delivered to patients?**

Test kits will be shipped from LabCorp via FedEx, with an expected end-to-end timeline of 4-5 days from order to results.

### **What states and territories can the at-home COVID-19 tests be shipped to?**

Test kits can be shipped to anywhere in the continental US, Alaska, and Hawaii (Oahu only). Shipping to US territories like Puerto Rico is not available at this time.

### **How long after the MDLIVE visit should patients expect to receive their at-home COVID-19 test kit?**

Next day. If the patient verifies their address via text message by 5PM EST, the test will be sent same day for overnight shipping, if test ordered Monday thru Friday.

Tests ordered by 3PM EST on Saturdays, will be sent same day for delivery Monday. Tests ordered after 3PM EST Saturday thru Sunday will be shipped Monday.

## Sample Collection & Test Accuracy

### **How does a patient complete the at-home COVID-19 test?**

Once a patient receives the at-home COVID-19 test kit, they will collect their sample using a short, painless nasal swab and ship it back with prepaid overnight shipping. See [LabCorp site](#) for more information.

### **How accurate are the at-home COVID-19 test kits?**

According to the CDC, PCR tests are considered the gold standard due to high level of sensitivity and specificity.<sup>1</sup>

### **Is it possible a patient will receive a “false positive” result after taking the at-home COVID-19 test?**

According to the CDC, these tests have been designed to minimize false positive and false negative results, but they can still happen because of problems occurring during collection, transport and/or testing. Patients concerned with the accuracy of their tests should consult with their MDLIVE provider.

### **How does MDLIVE or LabCorp confirm the at-home COVID-19 test kit is completed by the patient the test was ordered for? Is there attestation?**

There is no explicit attestation.

## **Test Results**

### **How can MDLIVE providers review/access patient test results?**

Just like lab results for an MDLIVE Wellness visit, providers can view results in patient documents.

### **Are at-home COVID-19 test results able to be shared with a patient’s PCP or local health care provider?**

Each patient would be responsible for sharing any lab results, including at-home COVID-19 test results with their PCP and/or local provider. Patients will have access to the lab results via their patient portal and will be notified of results via text message when results are available for review.

### **How will each patient receive their at-home COVID-19 test kit results?**

The patient will receive a text notification when their results are viewable. If not signed up for SMS, the patient should check the MDLIVE patient portal periodically for test results.

## **Customer Service & Communication**

### **How will each patient receive their at-home COVID-19 test kit results?**

The patient will receive a text notification when their results are viewable. If not signed up for SMS, patient should check periodically in patient center for test results.

### **Will the MDLIVE customer call center be able to answer patient questions about at-home COVID-19 tests?**

Yes. Call center agents are trained to use LabCorp’s LINK product, which can track the status of an order.

### **Who should patients contact if they have questions about their test results?**

Patients with questions about test results or treatment may reach out to MDLIVE’s call center at 1 (800) 400-6354. If patient has questions about the test or analysis complete by LabCorp, they can reach them at 1 (800) 348-1844

\*There is no charge from MDLIVE or LabCorp to patients for this test, however certain costs like a copay or deductible may be passed on to the patient by their insurance provider or employer.

Sources:

1<https://www.cdc.gov/coronavirus/2019-ncov/lab/resources/antigen-tests-guidelines.html>