

# COVID-19

## State COVID-19 Communication Examples Updated 4/9/20

During this unprecedented time, states are stepping up to answer questions on how health insurance covers COVID-related testing and treatment, encouraging consumers to enroll in coverage, and engaging with providers to keep them informed. Below are communication examples across Departments of Health, Medicaid agencies, health insurance marketplaces and Departments of Insurance, including, consumer and provider FAQs, provider webinars, state and agency COVID-19 landing pages, one-pagers, and more.

### COVID-19 State Sites with Health Insurance Communications

- New Jersey – has [health insurance FAQ](#) on main state COVID-19 website.
- New York – [information](#) on state COVID-19 page on what insurers are required to cover and promotion of telehealth services.
- Oregon – [main COVID-19 page](#) links to [FAQs related to insurance](#) and [public charge](#)
- Washington – [health insurance FAQs](#) on COVID-19 page.

### Medicaid Agency Communications

- Colorado – Medicaid [landing page on COVID-19](#), includes up front facts on Medicaid coverage, along with consumer FAQs. Segments information for [members](#), [providers and case managers](#) and [county and eligibility partners](#).
- Iowa – [Department of Health COVID-19 resources page](#) with links to a [Medicaid member landing page](#) and [COVID-19 toolkit developed for Medicaid providers](#). Also links to [member letter](#) on changes Medicaid is making at this time.
- Massachusetts – Medicaid [landing page](#) for members, including a [consumer-friendly FAQ](#) on testing and treatment coverage, more specific FAQs for families with children receiving behavioral health services, and more.
- New York – [COVID-19 guidance for Medicaid providers](#), including a [recorded webinar](#).
- Oregon – [COVID-19 landing page for members](#) including [fact sheet in English](#) and [Spanish](#) and drop downs for important information, as well as a [landing page for COVID-19 information and resources for Oregon Health Plan providers](#), including [weekly virtual learning sessions](#).
- Pennsylvania – [consumer FAQs on insurance coverage and COVID-19](#) and [provider FAQs on insurance coverage and COVID-19, in English and Spanish](#).
- South Carolina – Medicaid [landing page](#) with COVID-19 information for members and providers, including a [member overview](#) of “SCDHHS Coronavirus Preparation, Response, Resources and Updates,” [where to go for help](#) with your Medicaid and [how to access care virtually](#) at this time.
- Virginia – [overview and FAQs on Medicaid and COVID-19](#).

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### Health Insurance Marketplace Communications

- Colorado – [homepage callout](#) and carousel slide on special enrollment period and [COVID-19 landing page](#) that makes it clear who's eligible, how to enroll, and the telehealth services, early prescription refills and COVID-19 testing that are covered by plans purchased through the Marketplace.
- Connecticut – [COVID-19 landing page](#) with 30-second video on COVID-19 special enrollment period, and a helpful chart to clarify who can enroll through the COVID-19 SEP vs. who can enroll anytime due to job loss.
- D.C. – [COVID-19 landing page](#) that includes information on how to enroll, and a chart of benefits covered related to COVID-19, by carrier. [COVID-19 benefits update](#) to current enrollees, outlining that COVID-19 treatment is now required to be covered by all plans.
- Massachusetts – [COVID-19 Resources and Information page](#) includes extended enrollment period updates, updates for MassHealth members, customer service contact information, carrier information, COVID-19 resources, and FAQs.
- Maryland – [FAQ on COVID-19 special enrollment period](#).
- Washington – extensive, expandable [consumer FAQs on COVID-19](#).

### Departments of Insurance Communications

- California – [COVID-19 consumer information](#) page to help with any health insurance issues related to accessing health care, includes [local California coronavirus \(COVID-19\) response by county](#).
- Connecticut – COVID-19 consumer information [FAQ](#) to help with health insurance issues, including a pdf link to print it out.
- North Dakota – helpful consumer information [FAQ](#) with COVID public health information, health insurance and other types of insurance.
- Oregon – [FAQ](#) interface that directs to information for consumers and insurers.
- South Carolina – provides a summary of [COVID-19 health benefits](#) covered by various plans, including Marketplace, Medicaid, Medicare plans, in accordance with Families First law.
- Washington – [FAQ](#) for consumer health insurance questions including options for the Marketplace.