



COVID-19 Frequently Asked Questions: Medical Benefit Management (MBM)

Updated May 5, 2020

Who is at highest risk for serious effects of COVID-19?

All members served by Optum® Medical Benefit Management (MBM) should be considered at high risk of suffering serious effects of the novel (new) coronavirus, named COVID-19.

Those at higher risk of serious illness include those with pre-existing medical conditions such as cancer, lung disease, diabetes, kidney disease, heart disease and other complex conditions. This high-risk group also includes those who are in the process of receiving or have received organ transplants.

What should a member do if they have symptoms suggestive of COVID-19?

High-risk members with any symptoms suggestive of COVID-19 (fever, cough and shortness of breath) should call their physician to ask for guidance.

What precautions should a member take?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices.

Members at higher risk should adhere to the recent CDC and other public health recommendations that include avoiding nonessential travel and public places, including public transportation, avoiding people that are ill, social distancing, staying at home as much as possible, washing your hands frequently, and cleaning and disinfecting frequently touched surfaces like your phone or computer.

Strict adherence to public health guidelines for those at increased risk is essential and remains the best approach for everyone we serve. You can find more information from the CDC website at: <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

How will Optum MBM case managers and nurse lines be able to support the expected influx of calls from those who are enrolled in their services?

The MBM intake and clinical teams are supporting all inbound calls from new and existing members for all MBM programs. We are proactively reaching out to members at highest risk in the Cancer Support Program (CSP), Chronic Kidney Disease (CKD), End Stage Renal Disease (ESRD), Transplant, Congenital Heart Disease (CHD) and Ventricular Assist Device (VAD) programs to help ensure they follow CDC guidelines and recognize signs and symptoms of COVID-19.

We are also working with patients enrolled in programs where many procedures are considered elective, such as those in Bariatric Resource Services (BRS) and Orthopedic Health Support (OHS). In these programs, as states ease the restrictions on elective surgeries, we will continue to provide enrollment, case management, and referral services for patients.

Due to demand and the added time nurses are spending with members to address their concerns, it is possible that callers may experience longer hold times and resolution lags.

What should a member do if they have surgery scheduled?

We recommend members contact their provider for guidance. Currently, elective living donor transplants are being postponed, but emergent surgeries are proceeding, consistent with CDC guidelines.

How does Optum MBM receive the most up-to-date COVID-19 information?

The MBM clinical team is closely monitoring developments with the COVID-19 pandemic, and have teams of clinical and operational experts working around the clock on plans to mitigate risks. We are following all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC) and state and local public health departments to support our members' needs. Our key priority is ensuring the health and well-being of our customers, patients, and safety of our team members. We are doing everything possible to support the health of those we are privileged to serve.

Up-to-date information is shared regularly with our nursing staff when communicating with members/patients. We are closely monitoring this evolving situation and will continue to update our protocols and guidance as necessary.



Stay informed on the latest advice:

For the most updated information about COVID-19, visit the [CDC COVID-19 page](#).



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