

# COVID-19

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## Optum Biometrics COVID-19 FAQ

Updated July 2020

### What is coronavirus (COVID-19)?

Coronaviruses are a family of viruses that can cause illness in both animals and people. The 2003 SARS outbreak, also known as Severe Acute Respiratory Syndrome, is a well-known coronavirus. In January of 2020, the World Health Organization (WHO) announced a new coronavirus outbreak, now called COVID-19, which was first detected in China. While it is still too early to fully understand COVID-19, our number-one priority is to support the health and safety of our team members and patients.

### What is the Optum Biometrics team doing to address COVID-19 concerns?

The Optum Biometrics team is following all guidance issued by the Centers for Disease Control and Prevention (CDC), as well as state and local public health departments in supporting our customers' needs. We are actively engaged in monitoring state and federal notices regarding any state of emergency or other dictated actions in response to COVID-19.

We understand that this is an evolving situation. We are respectful of the conditions in each local area and evaluate them on a case-by-case. Our top priority is the health and well-being of our clients, their employees and families.

### What options do I as your client have if I'm concerned about attendance at my on-site biometric screening event?

At home collection is not supported by current NY state regulations.

### How long will it take to add At-Home Kits to my organization's biometric program?

- **If you are a SimplyEngaged client**, home-based self-collection cards have been added to your program with no additional fees.
- **If you are not a SimplyEngaged client**, you can add home-based self-collection cards to your program at a temporarily reduced rate. This option will not replace on-site screenings.



The CDC is the primary source for the latest updates on COVID-19. For the most current information, please visit their site:

**[cdc.gov/  
coronavirus/2019-  
nCoV/index.html](https://www.cdc.gov/coronavirus/2019-nCoV/index.html)**

### **What if I want to reschedule my on-site biometric screening event?**

Please reach out to your account team or your Optum Biometric program manager/coordinator if you have specific questions regarding rescheduling.

### **What plan of action are you taking to prevent potential transmission during health screening events?**

Quest Diagnostics has placed rigorous safety procedures in place to protect employees and others from potentially infectious diseases. In the case of COVID-19, we have taken several measures to bolster our preparedness. These measures include ensuring appropriate personal protection equipment (PPE) is made available to our providers and executing additional precautions as deemed necessary at Quest Diagnostics on-site employer health screening events and Quest Patient Service Centers.

### **Does Optum offer COVID-19 testing for employers and their employees?**

Yes, Optum On-Site COVID-19 testing is available to employers. It handles the logistics, staffing, technology, laboratory results and results outreach for on-site testing.

### **Does Quest collect specimens from persons under investigation (PUI) for COVID-19 or with confirmed COVID-19 at its Patient Service Centers (PSCs) or other phlebotomy sites?**

No, Quest Diagnostics PSCs and Quest's in-office phlebotomists do not collect, process or transport respiratory specimens, including those from PUI or patients with confirmed COVID-19.

### **What should I do if I have a unique need that is not addressed above?**

Reach out to your program manager/coordinator to discuss any specific client situations and requests.

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**For additional questions,  
please contact us.**

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