



Dear Valued Member,

We understand that you might have some concerns as confirmed cases of the novel coronavirus (COVID-19) continue to rise in the United States. These may be stressful times, but we want to put your mind at ease and remind you that we are here with you, praying for you, and supporting you.

Read on below to learn more about COVID-19 and what OneShare Health can provide you and your family when you need it most. As always, feel free to reach out to Member Support at any time, and we'll answer any questions you may have.

[CONTACT MEMBER SUPPORT](#)

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## Am I Eligible for COVID-19 Treatment?

If you're a Member enrolled in our Complete or Classic Programs, and you or an enrolled family member are showing signs or symptoms of [COVID-19](#), then non-third-party testing, treatment, and medical services are Eligible for Sharing, subject to the Program Guidelines. Please keep in mind, however, that a Lab bill resulting from third-party COVID-19 testing will be subject to the Member's ISA.

For Members enrolled in our Catastrophic Program, Emergency Room and Hospitalization medical expenses are Eligible for Sharing, subject to the Program Guidelines. However, Primary Care Physician Visits, Urgent Care, and COVID-19 testing expenses are Not Eligible for Sharing on the Catastrophic Program.

You can read more about what the CDC has to say about COVID-19, monitoring symptoms, and preventing the spread of the virus [on their website](#). Members with questions regarding Sharing Eligibility for COVID-19 medical expenses can contact our Member Support Team at [\(833\) 546-4478](#) or by clicking below.

	Catastrophic Program	Classic Program	Complete Program
Telemedicine Available 24/7 for a \$0 Consult Fee	✓	✓	✓
Primary Care Physician Office Visits	✓	✓	✓
Urgent Care	✓	✓	✓
COVID-19 Testing	✓	✓	✓
Emergency Room	—	✓	✓
Hospitalization	—	✓	✓
Membership Discount Services	—	✓	✓
Specialist Visits	—	(Classic Crown Only)	✓

Members with questions regarding sharing eligibility for COVID-19 medical expenses can contact our Member Services team at [\(833\) 546-4478](#).

Member Discount Programs are not sharing services and are not owned or operated by OneShare Health, LLC. These are made available to OneShare Members for a fee paid from the Member's monthly contribution.

Telemedicine is not a sharing service and is not owned or operated by OneShare Health, LLC. Telemedicine is made available to OneShare Members for a fee paid from the Member's monthly contribution.

[CONTACT MEMBER SUPPORT](#)

### Is There a Waiting Period for COVID-19?

For COVID-19, the 90-Day Waiting Period does not apply for any OneShare Health Programs, however, it is still subject to Program Guidelines.

If a Member has contracted COVID-19 prior to enrolling in a OneShare Health Program, they will be subject to the 24-Month Lookback for any lingering medical issues resulting from the illness.



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## What should I do if I think I have been exposed?

If you think you have come in contact with the virus and are exhibiting symptoms, Telemedicine doctors are standing by 24/7 to provide screening for COVID-19, answer your questions, evaluate your risk of infection, and recommend the next steps via phone or video chat.

With Telemedicine, the doctor is always in, offering convenient relief for your body and peace of mind. If you think you have been exposed, please call your Telemedicine line immediately.

- DialCare is available for Members by calling [\(833\) 387-9603](tel:833-387-9603), or by [downloading the app](#).
- For Massachusetts residents, please call Teledoc at [\(855\) 847-3627](tel:855-847-3627).

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## I'm a Member. What Should I Do if I am Ill?

If you or an enrolled family member are feeling ill and are experiencing non-emergency symptoms that could be COVID-19, we encourage you to call the Telemedicine number(s) stated above, provided on your ID card, or in your Membership Guide.

All of our Members have access to Telemedicine, with a 100% Share Consult Fee. You can talk with a physician 24 hours a day, 7 days a week.

However, it's important to note that, if you are experiencing severe symptoms including any of the following emergency warning signs, you need to seek emergency care. Immediately call 911 or call ahead to your local emergency facility and notify the operator that you are seeking care for someone who has, or may have, COVID-19.



### Emergency warning signs\* and symptoms related to COVID-19:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

\*This list is not all-inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

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## Can I Get Help with the Emotional Stress of COVID-19?

We're living in unprecedented times right now, and the stress of that is understandable. To help ensure your positive mental health and stress management during this time, we have the IBH Behavioral Health / Member Assistance Program (MAP) available to Members of the Catastrophic, Classic, and Complete Programs.

The MAP provides innovative, technology-based tools and Work-Life treatments for behavioral and mental health through the following services and much more:

- **Confidential Counseling:**  
Up to four (4) face-to-face, video, or telephonic counseling sessions for relationship and family issues, stress, anxiety, and other common challenges.
- **24-Hour Crisis Help:**  
Toll-free access for you or a family member experiencing a crisis.

You can learn more about the MAP by clicking below, or just reach out to Member Support. We're standing by to answer your questions.

[LEARN MORE ABOUT MAP](#)

[CONTACT MEMBER SUPPORT](#)

While these times may be uncertain, it's important to remember that you do have emotional support and resources if you so need. OneShare Health is also here for your physical and spiritual well-being, and our Prayer Warriors are standing by to pray with you today.

Call our Prayer Line any time at [\(877\) 293-7481](tel:877-293-7481) or submit a prayer request by clicking below.

[PRAY WITH ME](#)



Remember, this, too, shall pass. We're strongest when we support each other, and OneShare Health is here for you in your time of need. If you'd like more information about coronavirus and its symptoms, feel free to visit our COVID-19 page.

If you have any questions regarding your Eligibility for treatment or testing of COVID-19, contact our Member Support Team by clicking below or by calling **(833) 546-4478, Monday-Friday, 8am to 5pm CST.**

[LEARN MORE](#)

[CONTACT MEMBER SUPPORT](#)

As always, don't forget to visit our [OneShare Health Blog](#), or check out the [OneShare Health Knowledge Base](#) for answers to your frequently asked questions about OneShare Health!



Stay strong,

The Team at OneShare Health

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### **We Want Your Feedback!**

How comfortable do you feel receiving support for your COVID-19 concerns after reading this email?

[COMFORTABLE](#)

[NOT COMFORTABLE](#)

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“Therefore encourage one another and build one another up, just as you are doing.”

## **I Thessalonians 5:11 (ESV)**

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You received this email because you are an active Member of OneShare Health.

Have Questions? Reach out to Member Support at [\(833\) 546-4478](tel:833-546-4478).

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Enrollment in OneShare is not a contract for insurance. Participation in OneShare is voluntary. Enrollment as a OneShare member is voluntary, and the sharing of monetary contributions is voluntary. You are free to cancel your membership at any time. OneShare requests that a voluntary sharing contribution be made for each month you are enrolled, to facilitate the sharing of requests published on behalf of other members.

The Behavioral Health/Member Assistance Program is not owned or operated by OneShare Health and is not a sharing service, but is made available to Members by Integrated Behavioral Health (IBH).

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