



Coronavirus (COVID-19) Update

CareFactor Operations

CareFactor is operating normal hours. Our call center will remain open Monday through Friday from 8 AM to 5 PM Eastern Time.

We have implemented a contingency plan that will allow remote operations in the event the decision is made to discontinue operations at our facility. We will use input from the CDC and the public health community to aid in the decision to remain operational at the facility or implement the remote operations plan.

Coronavirus Testing

CareFactor recommends that all health plans waive copays for medically necessary testing for the coronavirus. This includes high-deductible health plans (HDHP).

On March 11, 2020, the IRS issued guidance that a health plan that otherwise satisfies the requirements to be a HDHP under IRS regulations will not fail to be an HDHP merely because the health plan provides health benefits associated with testing for and treatment of COVID-19 without a deductible, or with a deductible below the minimum deductible (self only or family) for an HDHP. Therefore, an individual covered by the HDHP will not be disqualified from being an eligible individual who may make tax-favored contributions to a health savings account.

Unless you notify us otherwise, we will proceed waiving copays for testing.

For updates about the Coronavirus

We recommend that the [CDC website](#) be utilized for the latest updates and information about COVID-19.