

Contact Information for Health Insurers in Virginia

For more detailed information on what each health plan in Virginia is doing both in the commercial space, Medicaid and Medicare, see the individual company press releases below.

Aetna: <https://www.cvshealth.com/covid-19>

Anthem: https://ir.antheminc.com/news-releases/news-release-details/anthem-issues-updates-regarding-covid-19-testing-and-care?field_nir_news_date_value%5Bmin%5D=

CareFirst: <https://www.member.carefirst.com/members/pop-up/coronavirus-information-and-illness-prevention.page>

Cigna: <https://www.cigna.com/newsroom/news-releases/2020/cigna-takes-additional-actions-to-protect-customers-and-communities-against-covid-19>

Kaiser Permanente Mid-Atlantic: <https://healthy.kaiserpermanente.org/maryland-virginia-washington-dc/health-wellness/coronavirus-information>

Magellan: <https://ir.magellanhealth.com/news-releases/news-release-details/magellan-health-offers-support-individuals-and-customers>

Optima: <https://www.optimahealth.com/documents/communications/news-releases/press%20release%20optima%20health%20addresses%20covid-19%20march%206%202020.pdf>

Oscar: <https://www.hioscar.com/covid19>

Piedmont: <https://www.pchp.net/index.php/docman-commercial-files/kens-cat/3055-covid19-press-release-031020/file.html>

UnitedHealthcare: <https://www.unitedhealthgroup.com/newsroom/2020/2020-03-18-covid19-uhc-support.html>

Virginia Premier: <https://www.virginiapremier.com/information-for-healthcare-professionals-coronavirus/>

Each plan has a nurse line, the majority of which are available 24/7 to answer member questions.

Aetna: 800-556-1555

Anthem: 800-700-9184

CareFirst: 800-535-9700

Cigna: 888-726-3171 or 855-667-9722.

Kaiser Permanente Mid-Atlantic: 1-800-777-7904

Magellan: Members should call the Member Service phone number on the back of their ID cards.

Optima: 800-394-2237

Oscar: 1-855-672-2788, Medicare plans, 1-855-672-2710

Piedmont: 844-447-8470

United: Members should call the Member Service phone number on the back of their ID cards.

Virginia Premier: 800-256-1982