

COVID-19 Testing Process with IHT

I've had a consult with a telehealth medical provider and they ordered a COVID Test, now what?

1. If based upon the telehealth visit, the provider determines that your child may be at risk for COVID-19, they will write an order for you to receive the COVID-19 test. Please note that testing is taken seriously and not prescribed lightly. The program has been designed using medical algorithms and telehealth visit assessments to ensure that testing is only ordered when absolutely necessary.
2. The Client Care Representative (CCR) will call you back to discuss testing and determine if you would like to proceed with testing. If you choose to go forward with a COVID-19 test, you will have two options:
 - a. **Home-delivered Saliva testing.** When choosing to use the IHT saliva testing option, you will receive a link to a website where you can place an order for the test. This process is quick and easy. Your testing kit will arrive with a pre-paid envelope so that you may send the test back to the lab for processing.
 - i. Payment is done up front by the parent/staff member under this option. A “super bill” will be provided so that a parent can submit to their insurance carrier for possible reimbursement. Parents and staff can also elect to use FSA or MSA funds to pay for the at home testing option.
 - ii. Once the kit is received, the parent will work with the child to follow simple step-by-step instructions (monitored by a medical professional via a video call) for conducting the test. The kit is mailed back to the lab as indicated in the instructions.
 - iii. Once the kit is received by the lab, you will receive a confirmation email.
 - iv. Once the test is completed, the lab will send you an email with your test results as well as notify the IHT Team of a positive or negative result.
 - v. The IHT team is responsible for changing your shield to a green (if test results are negative) or red (if results are positive).
 - vi. Once a shield is reverted back to green, your daily checker texts will resume.
 - vii. Here are some Advantages for this option:
 1. You and your child can remain quarantined and safe at home.
 2. Sensitivity of the test is extremely high (low false negatives).
 3. Saliva testing is more non-invasive than the nasal swab.
 4. The saliva testing lab has quick turnaround times.
 - b. **Local testing.** You will also have the option to go to a local facility near you that is administering the COVID-19 test or your Primary Care Physician (PCP).

- i. If a family elects to use a testing service not affiliated with our program, IHT has no control over the accuracy or timing of taking a test or getting the results.
 - ii. The member will be put into a “Quarantined” status and remain there until the parent receives the test result and provides a copy of the test to ImHealthyToday.
 - iii. IHT member services contact can move the individual from “Quarantined” to “Isolated” if their test result is positive or from “Quarantined” or “Isolated” to “Cleared” if their test result was negative.
3. There are some testing possibilities that are not considered an acceptable testing option for the Imhealthytoday program. If a test is done with one of the following methods, we will be unable to clear your child to return to school:
 - a. A rapid response test
 - b. An antibody test
4. Once a doctor has ordered a COVID test for your child, your shield in the IHT system will be converted to a RED shield which will notify the school that your child remains unable to return to school. To stay in “communication” with the school while your child is recovering, we ask that you continue to complete the daily checker until such time as your answers to the questions return a GREEN shield. That will be the indication to your school that your child has been cleared and is able to return to school.
5. Between the time you receive a YELLOW shield and your impending results, we ask that you begin an isolation period (current CDC recommendation period is 10-days, but this is subject to change) as a precautionary measure. If the results are negative, you will complete the checker again indicating a recent test was negative and that will convert your shield back to a GREEN, you will be cleared to return to school and can conclude the self-isolation period.

For more information on testing, please contact our Customer Care Department at Imhealthytoday at (855) 806-3910, Press 1 for IHTS and then press 3 for member services.