



COVID-19 Antibody (serology) Testing Questions and Answers:

What is COVID-19 antibody testing?

Also called serology tests, these tests check your blood for antibodies which show if you had a previous infection with the virus. Even if you were never diagnosed or experienced symptoms of COVID-19, this test can help determine if you may have been previously infected with the virus. Given that a large percentage of infected individuals only develop mild symptoms or no symptoms at all, antibody testing can help public health experts and epidemiologists to better understand how many people have already had the disease and what percentage of people infected with COVID-19 become severely ill.

How will COVID-19 antibody testing services billed?

Members will present their health insurance card at the Quest or LabCorp service center at time of testing or, alternatively, can choose to self-pay and submit a claim to their insurer. Pricing varies (generally \$85-125) and insurance coverage is defined by the plan. If members have specific pricing and coverage questions, they should contact the laboratory's service center prior to testing.

How does COVID-19 antibody testing work?

During a virtual visit, Teladoc doctors will consult with members to evaluate the value of antibody testing. If the member's plan sponsor has opted-in for our COVID-19 antibody testing program, the doctor will be able to order COVID-19 antibody testing at the Quest Diagnostics or LabCorp service center of the member's choice. Following the visit, the member will receive a message in the Teladoc message center, asking them to select the Quest or LabCorp service center of their choice so that Teladoc can submit the lab order on their behalf. After submitted, the lab order will be visible in the Teladoc message center. The member will visit the testing center (no appointment required) and blood will be drawn for testing. When test processing is complete, the member will receive an email and/or text notification to check the Teladoc message center for results and patient education information. Test processing turnaround times will vary by state; members should inquire about expected processing time when they visit the laboratory's service center.

How will members receive antibody test results?

Test results and associated patient education information will be provided in the Teladoc message center. The member will receive an email notification when results are posted.

What do antibody test results mean?

A positive result means that you likely had a COVID-19 infection in the past. There is not yet scientific evidence to confirm whether antibodies mean you have immunity and are protected from re-infection. (Note: There is not yet scientific evidence to confirm whether antibodies mean you have immunity and are protected from re-infection. Regardless of antibody test results, you should continue to take precautions to protect yourself and others.)

A negative or equivocal (unclear) result indicates that you likely never had or have not yet developed antibodies to the virus that causes COVID-19. Refer to CDC guidance regarding interpretation of test results (<https://www.whitehouse.gov/wp-content/uploads/2020/05/Testing-Guidance.pdf>) for additional information.

If members would like to check on test processing status, who can they contact?

Members who are tested and have questions about test processing status should contact the Quest or LabCorp service center. Members should not contact Teladoc customer service or request a Teladoc visit for support with test processing questions.

Is antibody testing clinically appropriate for everyone?

Antibody testing is available only to patients (age 18 or older) who are not currently experiencing COVID-19 symptoms and have not experienced symptoms within 10 days. It is not a test for people with COVID-19 symptoms or suspected to have an active infection.

Is antibody testing reliable?

All antibody tests used by Quest Diagnostics and LabCorp have been authorized by FDA through an Emergency Use Authorization process. The laboratories verify performance characteristics to ensure that tests are highly specific and have validated accuracy. (Note: There is not yet scientific evidence to confirm whether antibodies mean you have immunity and are protected from re-infection. Regardless of antibody test results, you should continue to take precautions to protect yourself and others.)

How soon do antibodies to SARS-CoV-2 appear in a patient who has been exposed to the virus?

Data suggest that antibodies can be detected from 10 days after SARS-CoV-2 exposure or post symptom onset. However, some people do not generate detectable antibodies after infection, because of an underlying immune disorder, immunosuppression, or other reasons. Additionally, an individual immune response can vary in the speed and strength of antibody production. (Note: There is not yet scientific evidence to confirm whether antibodies mean you have immunity and are protected from re-infection. Regardless of antibody test results, you should continue to take precautions to protect yourself and others.)

If an employee is confirmed to have COVID-19 antibodies, can s/he safely return to work?

If you have a positive antibody test result and are symptom free, you can continue with normal activities, including work, but should still take steps to protect yourself and others. Per CDC guidance (<https://www.cdc.gov/coronavirus/2019-ncov/lab/resources/antibody-tests.html>), antibody test results alone should not be used to determine if someone can return to worksite. Antibody test results also

should not be used to group people together in settings such as schools, dormitories, and correctional facilities. Teladoc Health does not issue “return to work” notes.

When a member receives a positive antibody test result, does Teladoc Health notify the local health department?

Quest Diagnostics and LabCorp, as the testing laboratories, notify the appropriate state and local health authorities of all COVID-19 lab results (diagnostic and antibody) per US Department of Health and Human Services regulations.

When a member receives a positive antibody test result, does Teladoc Health notify the employer?

No, HIPAA requirements prohibit healthcare providers, including Teladoc Health, to share test results with an individual’s employer.