North East Medical Services (NEMS) is providing COVID-19 testing to SYMPTOMATIC and HIGH-RISK ASYMPOTOMATIC patients that have a testing order from a NEMS provider. The COVID-19 test will be conducted through one of our drive-thru or walk-thru testing sites.

What is the COVID-19 Test?

NEMS conducts the following type of COVID-19 test:

- **Swab testing:** this test is conducted by swabbing the inside of your nose or mouth and is used to detect the virus in your body.

How long will it take to get my results and how will I be informed?

The turnaround time for COVID-19 test results is about 2 to 4 days but may be longer due to lab capacity. If your test result is positive, the NEMS provider who ordered your COVID-19 test will call you as soon as the result becomes available. If your test result is negative, you will receive a notification letter through the mail.

Will my insurance cover the test?

Most insurances will cover the COVID-19 test. If you have a commercial plan, your deductible, out-of-pocket, and any copayments may apply. If you have Medicare or Medi-Cal, your insurance will cover the full cost of the test.

If you don’t have insurance or if your insurance plan doesn’t cover COVID-19 testing and related services, you may qualify for Medi-Cal’s COVID-19 Presumptive Eligibility Program. This program covers COVID-19 diagnostic testing, testing-related services and treatment services at no cost. If you choose not to enroll in this Medi-Cal program, NEMS offers a sliding fee discount program and you may qualify for free testing. In order to enroll in either programs, please call NEMS Member Services at 415-391-9686 ext. 8160 or 650-550-3923 ext. 8160 or 408-573-9686 ext. 8160.

NEMS CONTACT INFORMATION

- For **Healthcare appointments**, please call NEMS at 415-391-9686 or 650-550-3923 or 408-573-9686 to schedule an in-person, phone or video appointment.

- For **Pharmacy information and medication refill requests**, please call NEMS at 408-954-8036 to directly reach our pharmacy team.

- For **Member Services**, such as new patient enrollment or information on community resources, please call NEMS at 415-391-9686 | 650-550-3923 | 408-573-9686 and press # 8160 in order to be connected with our Member Services team.