



**California COVID-19 Testing Task Force
Community Testing Frequently Asked Questions
Updated May 19, 2020**

OPTUMSERVE COMMUNITY TESTING SITES

How many sites will be set up as part of the announcement?

OptumServe has agreed to launch at least 80 testing sites throughout the state of California, increasing testing capacity by more than 10,500 per day.

Why was OptumServe chosen for this partnership?

OptumServe has extensive expertise in rapidly deploying and setting up health care services and have worked closely with the military under the leadership of former Army Surgeon General and retired Lieutenant General Patty Horoho, RN.

Can people from other counties be able to visit the sites?

Yes, OptumServe sites can support patients from adjacent counties.

How will California allocate PPE and testing supplies to the OptumServe locations?

OptumServe provides all of the PPE and testing supplies and coordinates the necessary personnel to conduct sample collection and testing results reporting.

Who provides staffing for OptumServe testing sites?

OptumServe provides staffing for each testing site, including: (1) administrator, (1) clinical staff member, (1) non-clinical staff member, and (1) security guard. OptumServe will also provide a translator, as needed.

Who decides where sites are located?

The California COVID-19 Testing Task Force works with county leaders throughout the state to identify appropriate testing sites based on need. County leaders are responsible for identifying the specific testing site with recommendations from the Testing Task Force on zip codes that are currently underserved.

What is the criteria for counties to be chosen?

- Sites are distributed to counties based upon the following factors:
 - Existing access to testing (both time to reach a testing site and total population)
 - Number of cases in a county
 - Income (with a preference for lower incomes)
 - Diversity of population (with a preference for more diverse communities)
 - Percent of population in high risk groups (>65 years old or with existing health conditions)

Will the county have the option to move their site to a different location?



Yes, the testing site can be moved with one-week notice and at intervals no sooner than every two weeks, provided that the county has notified and received authorization to do so from the California Department of Public Health. Preferably, a site should be moved after the end of the day on a Friday and then restart at the new location the following Monday.

How many counties have been identified for testing sites?

As of April 28, the Testing Task Force, in collaboration with county leaders, has identified 36 counties that will receive community testing sites.

Who pays for the setting up of testing sites and maintaining the facility?

The State of California pays for the cost of setting up the collection sites. The county is responsible for leasing and maintaining the facility. Each county is responsible for providing janitorial services, and the facility should be cleaned in accordance with guidelines for clinics that provide outpatient services. Upon conclusion of the testing event, the contractor will restore the facility to pre-event condition.

Who pays for the test?

If an individual has medical insurance, OptumServe will bill the patient's medical insurance company. Uninsured individuals may also use the community test site, and their tests will be paid for by the state.

What if a person is uninsured, undocumented or doesn't have a driver license?

Anyone who meets the testing criteria can be tested at a testing site. Uninsured and undocumented individuals may use the testing site, and their tests will be paid for by the state. OptumServe will generate a unique identification number for individuals who do not have a driver license.

Will the website be available in different languages?

OptumServe is working to add information on its website in other languages, including Spanish. OptumServe is also working on providing a phone number that individuals could call to get information in a different language.

Is there an alternative process for individuals who do not have internet access?

Yes, each site has a process to register individuals who do not have internet access. This includes a toll-free phone number to allow individuals who cannot register online to contact OptumServe and schedule appointment by phone.

Can individuals who are homeless use the testing site?

Anyone who meets the testing criteria can be tested at a testing site.

Can out-of-state and/or border state residents use the testing sites?

Anyone who meets the testing criteria can be tested at a community site. Out-of-state and border state residents may use the community site for COVID-19 testing to help California safe by avoiding community spread.



Will there be alternate or weekend hours for individuals who cannot go to the testing site during the weekday?

OptumServe currently operates 20 days per month and 12 hours per day at a given testing site. OptumServe is working with counties to establish testing times after regular business hours and on weekends to accommodate individuals who are unavailable during the week.

Could this same testing be done in congregate settings such as jails and nursing homes?

Yes, OptumServe is working on a process to provide testing in settings like jails and nursing homes where individuals may be at high risk of contracting COVID-19.

Will the OptumServe locations have serology testing available?

OptumServe does not currently have serology tests. Serology tests require blood draws and these sites are not conducting blood draws at this time. However, OptumServe may collect different specimen types in the future at the request of the state and the Testing Task Force. The Task Force is actively evaluating all new serology tests and has released [serology testing guidance](#) for the general public.

VERILY COMMUNITY TESTING SITES

Where are the Verily (Project Baseline) drive-through testing sites?

California has collaborated with Verily's Project Baseline to expand access to COVID-19 screening and testing for individuals in certain areas of the state.

Drive-through testing sites are open in the following areas:

Northern California

- Lakeport (Lake County)
- Napa (Napa County)
- Oakland (Alameda County)
- Sacramento (Sacramento County)
- Salida (Stanislaus County)
- San Jose (Santa Clara County)
- San Mateo (San Mateo County)
- Stockton (San Joaquin County)

Southern California

- Bakersfield (Kern County)
- Lake Elsinore (Riverside County)
- Long Beach (Los Angeles County)
- Los Angeles (Los Angeles County)
- Sherman Oaks (Los Angeles County)



California COVID-19
Testing Task Force

How much does testing cost?

As with the state's other community testing sites, testing through Verily's Project Baseline is free and confidential.

How does someone qualify for testing at a Verily site?

Find a [Verily testing location near you](#). To see if you qualify, [complete the screener](#). You will need a Google account to make an appointment.