

COVID-19 Testing Program FAQ Sheet

Thank you for your efforts to keep our community safe and healthy by participating in a COVID-19 rapid testing program. Below are answers to some frequently asked questions.

Program Overview

What is diagnostic COVID-19 testing?

COVID-19 diagnostic testing is performed to find out if you're currently infected with the virus that causes COVID-19. Test results should always be viewed as a moment in time – a negative test means that the virus that causes COVID-19 was not found in the test sample at the time the sample was collected.

Who will be providing the diagnostic tests?

Color Health Inc. (Color), a population health testing company, will provide COVID-19 weekly diagnostic testing. Color will provide the test, send you notifications to remind you to take the test at your scheduled time, notify you when test results are ready, and give you a secure way of viewing test results online. Color complies with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") to maintain the privacy and security of your protected health information.

Can I opt out of the testing?

No, testing is required.

Will there be a cost to me?

No, testing is free for employees.

What type of COVID-19 test will be used?

Color uses a nasal swab molecular test, which is authorized by the FDA under an Emergency Use Authorization (EUA). You'll insert the soft tip of a nasal swab approximately 1 inch into each nostril.

How accurate is the test?

Color's FDA-authorized test performs in line with gold-standard COVID-19 molecular diagnostic tests. A fact sheet about testing with Color's COVID-19 test – which has Emergency Use Authorization (EUA) – is available [here](#).

What does it mean to be compliant with mandatory weekly COVID-19 testing?

Generally, you need to complete your COVID-19 testing on your assigned testing day. You will be considered compliant if you complete your testing once per week. You will receive communication via (text and email) from Color to remind you of your weekly testing, as well as notifications if or when they have not received your test.

Account & Registration

What device can I use to register?

You can use any WiFi connected device, including a smartphone, laptop or tablet.

What email address will Color use to send me notifications?

Communications from Color will be sent to the email address associated with your account.

Can I update my email address in Color?

Yes, you can update your email address in account settings. If you are having trouble doing so, please feel free to email us at support@color.com for assistance.

Do I need to use my work email each time I test?

It's your choice. You can choose to use your work email, or you can update your Color profile with an alternate email address.

After I register once, do I need to input my information every time I need to get tested?

No. Once you've registered, you do not need to re-register or input your information every time you get tested.

Results

How quickly will I receive my results after testing?

Once you conduct the test and it is received by the vendor lab for processing, your test results will be delivered within 24-48 hours.

How do I access my test results?

When test results become available, you will receive an email and text message to the email address and cell phone number associated with your Color account that links to Color's secure portal to view results.

Who can I contact if I have questions about accessing my results?

If you have questions about the Color software or need help accessing your Color account, contact Color Support at 844-352-6567 or support@color.com.

What do I do if my swab or vial was dropped or damaged?

Please discard the damaged swab or vial and use a new kit. If you have already activated your barcode, please contact Color Support at support@color.com or 844-352-6567 with your kit barcode number, name, and date of birth to have your discarded kit information deactivated from your account. Then test with a new kit.

If I get an inconclusive test result, should I retest?

An inconclusive result means the test results were internally inconsistent and cannot be

classified and either positive or negative. If you receive an inconclusive or invalid result, please test again, following all instructions included with the test.

What happens after I test positive? How do I know when I can come back to work?

The CDC recommends isolating for at least five days after the first day of symptoms, or five days after a positive viral test if you're asymptomatic. Visit the [CDC's website](#) for additional guidance, or consult with your organization.

Who will my results be shared with?

You and the physician who ordered your test will receive a copy of your results. Your results will be shared with your employer to keep our workplaces safe and healthy. We will also share your results with your local health department as required by law. Please visit color.com/covid-support for more information.

Privacy & Security

How long does Color retain test swabs?

Color destroys samples four days after the result is released.

How long does Color retain COVID-19 test data?

Color's CAP-accredited, CLIA-regulated laboratory must retain test records for a period of at least two years after the test date.

How is my personal health information protected?

Color complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to maintain the privacy and security of your protected health information. Color manages test results via a secure, password-protected portal. Read our [Notice of Privacy Practices](#) for more information.

Does Color perform genomic sequencing on COVID-19 samples?

No. Color does not perform genomic sequencing on COVID-19 samples. Color's SARS-CoV-2 testing is physically and functionally different from our clinical genetics lab, and all elements of the testing are physically separate from any elements of clinical genetic testing.