



COVID-19 UPDATE

We are here for our employees during the COVID-19 outbreak, and we wanted to let you know about the steps we're taking with Blue Cross and Blue Shield of Kansas City (Blue KC) to ensure you continue to receive the care you need. The following measures will be in place during the COVID-19 emergency period:

You can access care from home.

There's no reason to leave home. You can access a video (face-to-face) visit right from your smartphone, tablet or computer with a virtual care doctor who's been trained to evaluate for COVID-19. Both Urgent Care Visits and Behavioral Health Therapy visits provided in the Blue KC app are at no cost until June 30, 2020. Download the app on the [Apple App Store](#) and [Google Play](#) or go to www.BlueKCVirtualCare.com. With increased use of virtual care, please understand the wait time may be longer.



In addition, until June 30, 2020 you can see your in-network providers, at no cost for virtual (face-to-face), telephone, email or text visits for medical services or behavioral health therapy.

Cost sharing* still applies to physical therapy, occupational therapy and speech therapy.

Prior authorizations for COVID-19 services are waived.

Prior authorizations will be waived for diagnostic tests and for covered services that are medically necessary and consistent with CDC guidance if diagnosed with COVID-19. Blue KC will also make dedicated clinical staff available to address inquiries related to medical services, ensuring timeliness of responses related to COVID-19.

Early medication refill limits are waived.

Early medication refill limits will be waived on 30-day prescription maintenance medications (excluding

opioids and controlled substances). This is consistent with the CDC recommendation to have a one-month supply of medication on hand. Your cost sharing* will apply as normal.

The COVID-19 test is covered with no cost share to you.

All employees should contact their primary care physician or healthcare provider to discuss criteria and availability of COVID-19 testing before visiting a healthcare facility. You should also reference the CDC website for best practices if you are experiencing symptoms.

The COVID-19 diagnostic test will be covered consistent with CDC guidance related to COVID-19, with no cost share to you. Effective March 18, 2020, covered services and items furnished during the office visit, urgent care visit or emergency room visit that results in the ordering or the administration of the COVID-19 test will also be covered with no cost sharing.

IMPORTANT: Please note that for services provided prior to March 18, 2020, you will still be subject to any cost sharing for an office visit, urgent care or emergency room visit attributed to COVID-19 testing. You may have also received other diagnostic tests during the office visit and those tests and services will also be subject to normal cost sharing.

Inpatient hospital admissions for COVID-19 are subject to member cost share.

Cost sharing* will be applicable for inpatient hospital admissions due to the diagnosis of COVID-19.

*Deductibles, co-payments and coinsurance