

March 9, 2020

## Important Information About Coronavirus and Impact on Your Plan



As we continue to learn more information about the new coronavirus, or COVID-19, we wanted to provide an update on the specific steps we're taking to ensure members covered under our fully insured plans have access to testing, medications and virtual care. The following measures will be in place until May 15, 2020, at which time Blue KC will re-evaluate.

**To respond to this health risk, we plan to apply these same measures to our minimum premium and self-funded members. If you would like to opt out, please let us know by the end of business on Friday, March 13, 2020.**

- **The COVID-19 diagnostic test will be covered** consistent with CDC guidance related to COVID-19, with no cost share to the member.\*
- **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 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. Member cost sharing will apply as normal.\*
- **Blue KC Virtual Care costs will be waived for members until May 15, 2020**, at which time Blue KC will re-evaluate. Virtual visits allow doctors to monitor members 24/7 at home, minimizing the spread of infection. Our virtual care doctors have undergone additional training for COVID-19. The Blue KC Virtual Care app is currently available on the Apple App Store and Google Play or at [www.bluekcvirtualcare.com](http://www.bluekcvirtualcare.com). Blue KC Virtual Care offers same- or next-day therapy appointments to help ease anxiety about coronavirus (wait times could vary due to increased usage). \*

*\*Cost share means deductible, copayments and coinsurance. Blue KC will work with federal officials to ensure coordination of benefits for Medicare members and for those with health saving accounts.*