

Medical Information related to COVID

The City of Austin in partnership with BCBS are closely monitoring activity around the novel coronavirus 2019 (COVID-19) and have taken necessary steps to lower your out-of-pocket costs and to provide you easier access to medical care related to COVID-19. If you are currently enrolled in a City of Austin medical plan, you are covered for the following services. Please note that the dates may change. Please check back for updated information.

Testing-Related Visits

- COVID testing is covered at 100% on all City medical plans (CDHP, PPO & HMO) **through 01/21/2021**
- Must use BCBS in network providers
- No copays, deductibles or coinsurance for visits related to COVID-19 at a provider's office, urgent care clinic, emergency room or by telehealth
- Testing must be consistent with CDC guidelines and at the direction of a doctor
- Prior-authorization is not required to test for COVID-19

Treatment

- Covered at 100% on all City medical plans (CDHP, PPO & HMO) **through 12/21/2020**
- In-network providers, facilities and out-of-network emergencies.
- Employees, retirees, dependents will not pay copays, deductibles or coinsurance for visits related to COVID-19 at a provider's office, urgent care clinic, emergency room or by telehealth

Virtual Visits

- Covered at 100% for all City medical plans (CDHP, PPO, HMO) **through 12/31/2020**
- **Effective 1/1/2021**, Virtual visits will be covered at the copay for the PPO and HMO plans or coinsurance and deductible for the CDHP plan
- MDLIVE Virtual Visits with BCBS: Board certified physician for both general health and behavioral health conditions. Physicians are available 24 hours, 7 days a week and can send prescriptions to your local pharmacy when necessary
- Common conditions include: allergies, asthma, behavioral health (by appointment), general health, pink eye, sinus infections & COVID-19
- Access telemedicine services at: bcbstx.com/coa

Telehealth

What is telehealth?

- You can connect to your primary care physician, specialist and/or mental health provider by using your webcam, smart phone or tablet
- You don't have to travel to get the care you need
- Services must be provided through a BCBS network provider
- Covered at 100% on all City medical Plans (CDHP, PPO & HMO), in-network providers **through 12/31/2020**

- **Effective 1/1/2021**, the City has added coverage to the medical plan to cover telehealth visits with your BCBS network provider at the copay for the PPO and HMO plans or coinsurance and deductible for the CDHP plan
- Out-of-network will be paid at the current level
- HMO: **referrals** are still required to see a specialist

The City of Austin will reassess this policy as events warrant and send updates if deadlines for coverage are extended.