

## Medical Information related to COVID

The City of Austin in partnership with BCBS began covering the following on March 18, 2020 through June 30, 2020

### Testing-Related Visits

- COVID testing is covered at 100% on all City medical plans (CDHP, PPO & HMO)
- Must use 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)
- 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)
- 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](http://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
- Out-of-network will be paid at the current level
- HMO: **referrals** are still required to see a specialist

### Pharmacy

BCBS temporarily lifted restrictions on getting early prescription fills

- You can contact your pharmacy directly to ask for an early fill
- Pharmacists have approval to provide an early fill on some medications
- You can use your 90-day mail order for delivery to your home using Alliance RX Walgreens Prime

Note: All safety measures, prior authorization reviews, as well as prescribing and dispensing laws, still apply. Early fill may not be available for all types of medications

### **HEB Prescription Delivery Service**

HEB Prescription Delivery Service offers free prescription delivery to your home in the Austin area

How does it work?

- Call your HEB pharmacy and ask for prescription delivery
- Pay the applicable RX copay/coinsurance by a credit card, debit card or your FSA/HSA debit card
- Have someone 18 years or older at home to sign for the delivery
- Provides delivery of prescriptions filled Monday-Friday by 4 pm, except for on major holidays
- Delivery medications as late as 8 pm

### **Extending Prior Authorization on Previously Approved Elective Surgeries, Procedures, and Therapies**

BCBS is temporarily extending approvals on services with existing prior authorizations until December 31, 2020

- A member may reschedule an approved procedure to a later date within 2020 without a new prior authorization
- Prior authorizations are approved through December 31, 2020, so approved procedures can be rescheduled before December 31, 2020
- Therapy sessions and home visits authorized for a specific number of occurrences between January 1, 2020 and April 1, 2020 will have the same number of occurrences available through the end of the year
- These rules apply to current members for a benefit that is currently covered under the plan

### **NurseLine**

- 24/7 NurseLine Services are designed specifically to help you make health care decisions

These nurses will provide you with:

- Immediate answers to your health questions
- Access to experienced registered nurses

NurseLine: 800-581-0368