

BCBSAZ Expands Support in Response to COVID-19



As coronavirus disease 2019 (COVID-19) continues to spread globally, Blue Cross® Blue Shield® of Arizona (BCBSAZ) is here for you and your employees. We have made several benefit updates to support your employees.

COVID-19 Testing—No Copay

COVID-19 testing is a covered benefit with all of our medical plans.

What's new is that we are waiving all member cost sharing for COVID-19 diagnostic testing when it is medically necessary and performed according to CDC guidelines. The \$0 cost share applies to testing performed at both in- and out-of-network labs.

COVID-19 Testing and Treatment—No prior authorization required

BCBSAZ is waiving prior authorization for diagnostic tests and covered treatment services that are medically necessary and consistent with CDC guidance for members who have been diagnosed with COVID-19.

Prescription Refills

- Early refills are approved for 30-day prescriptions taken for a long-term or chronic condition in almost all cases.
- 90-day supply is available to all members whose plan offers mail-order pharmacy benefits. They simply sign up and order a three-month supply by mail. Many of our plans also cover 90-day supplies purchased at retail pharmacies.
- If there is a shortage of the medication a member takes, we will work with them and their doctor to identify an alternative option. If the alternative medication costs more than the original, the member won't have to pay the additional amount.

Nurse Advice and Online Doctor Visits

- **Nurse On Call** service is available to your employees with questions or concerns about COVID-19 or another illness. Registered nurses are available 24/7 at **1-866-422-2729**.
- **BlueCare AnywhereSM** is a 24/7 service available with most BCBSAZ plans that connects members to a board-certified doctor by live video. Members can use a computer, tablet, or mobile device to consult with a board-certified doctor by video. The service can be used from home, work, or anywhere.

To make it easier for members who have this service, we are waiving the associated copay for the next 90 days. **Members will pay \$0 out-of-pocket from now through June 12, 2020, when they use BlueCare Anywhere.** This applies to both medical and behavioral health telehealth visits.

Employees can get started at BlueCareAnywhereAZ.com or download the BlueCare Anywhere telehealth app.

These updates apply to all members. For self-funded members, these changes will be the plan's financial responsibility unless the plan notifies their BCBSAZ representative that they wish to opt out. These updates do not apply to network-only clients or clients that are jointly administered by third-party administrators.

Information Resources

The [CDC](https://www.cdc.gov) is tracking the COVID-19 outbreak around the clock. Here at BCBSAZ, we have a resource page at azblue.com/coronavirus for you and your employees.

An email is also being sent to those employees for whom we have an email address on file with these benefit updates.

If you have questions or need additional information, please contact your BCBSAZ representative.

The BlueCare Anywhere service should not be used in health emergencies. If you have a health emergency or need immediate help for an illness, accident or injury, seek emergency care or call 911. Blue Cross, Blue Shield, and the Cross and Shield Symbols are registered service marks, and BlueCare Anywhere is a service mark, of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. © 2020 Blue Cross Blue Shield of Arizona, Inc. All rights reserved.