



Capital BlueCross continues to closely track the COVID-19 outbreak and has put several steps in place to help support the needs of your clients and their employees. Our work aligns with the [BlueCross BlueShield Association's recent announcement](#) about expanding healthcare services and access. If you have questions, please contact your Capital BlueCross account executive.

Benefits and Coverage

COVID-19 diagnostic testing will be covered in full with no member cost share. This policy applies to all commercial group segments and includes fully insured and self-insured employer group customers. We are also waiving prior authorizations for diagnostic tests and for covered services that are medically necessary and consistent with CDC guidance for members diagnosed with COVID-19.

To help members prepare for the potential need to stay home or remain isolated for an extended period of time, we also will waive early medication refill limits on 30-day prescription maintenance medications. We also will encourage members to use their 90-day mail order benefit and are temporarily waiving preauthorization on drugs that typically require it.

Capital BlueCross Virtual Care

[Virtual Care](#) is a sensible, secure, and convenient way for members to get care and avoid further spreading of the virus. We encourage members to use this service if they're concerned about seeking care at a doctor's office or urgent care center. Later this week, we will email and text members about the advantages of using Virtual Care. If members use the service for suspected COVID-19 symptoms, Virtual Care doctors are trained to help patients find the best place to be tested for the virus, if it is necessary.

Supporting a Healthy Work Environment

On top of benefits and coverage, your clients may have expressed interest in how to keep their worksite safe and operable in the event of an epidemic. To help address concerns, The Centers for Disease Control and Prevention (CDC) has published [a comprehensive planning and response guide](#) for employers to consider.

We continue to remain engaged with federal and state government officials, including the CDC and Governor Wolf's administration. Also, we'd like to remind you that Capital BlueCross has a business continuity plan in place to continue supporting your clients and their employees in the event of a widespread epidemic. We will contact you with more details about how we're addressing COVID-19 and will update [our website](#) with the latest news and information.

Thank you, and we appreciate the opportunity to serve your and wellness needs.
