

We've Increased Access to Services to Aid in Coronavirus Testing

Florida Blue seeks to minimize barriers for care related to coronavirus disease-19 (COVID-19). The following processes are now in place.

Commercial and Medicare Advantage Members

- We're waiving all copays and deductibles (cost-shares) for the **medical testing** for COVID-19 for members who are part of our commercial insurance plans including Affordable Care Act (ACA) plans, as well as our Medicare Advantage health plans.
- Our members are encouraged to first call their providers if they're experiencing symptoms or think they may have been exposed to COVID-19.
- If it is determined that COVID-19 testing is needed, we support the work of our providers, the Florida Department of Health and the Centers for Disease Control and Prevention (CDC) to ensure any COVID-19 testing is available to members. The tests are currently provided at no cost by state and federal health authorities. If testing is done in independent labs or physician offices, the members' cost-shares will be waived.

Prescription Drugs

- We're providing early access to 30-day prescription refills of maintenance medications (consistent with the member's benefit plan).
- Members are encouraged to use the 90-day mail order benefit.

Additional Services

- In partnership with New Directions Behavioral Health, members experiencing stress related to COVID-19 can talk to specially trained behavioral health counselors at no cost via a 24/7 toll-free help line at 833-848-1762. Further referrals from these hotline calls will be covered per the member's normal benefits/cost-share.
- Members are encouraged to take advantage of virtual care options in their plans for less serious medical issues to limit the spreading of COVID-19. Those with conditions such as common colds or other mild illnesses can visit floridablue.com to learn more about virtual care options.

Federal Employee Program[®] (FEP)

The following processes are now in place for FEP members.

- We're waiving prior authorizations for diagnostic tests and for covered services that are medically necessary and consistent with CDC guidance if diagnosed with COVID-19.
- We're waiving any copays or deductibles for diagnostic tests or treatment that are medically necessary and consistent with CDC guidance if diagnosed with COVID-19.
- We're waiving copays for all telehealth services provided by Teladoc. If the member chooses to see a provider who is not in the Teladoc[®] network, they will be responsible for their normal office visit cost share for the virtual visit.
- FEP members should consult their pharmacy benefit manager for questions related to their prescription medications.
- For more information, please visit fepblue.org.

We'll continue to monitor the impact of COVID-19 and make policy adjustments as needed.