

OUR MEMBERS' HEALTH IS OUR TOP PRIORITY

With growing concerns regarding COVID-19 (coronavirus), the Blue Cross and Blue Shield Federal Employee Program (FEP) wants to make sure you stay aware and informed. To ensure you have access to the right care at the right time, FEP is waiving cost shares and prior authorization to support members' care for COVID-19.

We will waive prior authorizations for diagnostic tests and for covered services that are medically necessary and consistent with the Centers for Disease Control and Prevention (CDC) guidance if diagnosed with COVID-19.

We will also make dedicated clinical staff available to address inquiries related to medical services, ensuring timeliness of responses related to COVID-19.

We will waive any cost share for diagnostic tests or treatment that are medically necessary and consistent with CDC guidance if diagnosed with COVID-19.

We will cover, with no cost share to the member, the appropriate medically necessary diagnostic testing for COVID-19, where it is not covered as part of the Public Health Service response. We will waive any copays, coinsurance, or deductibles for treatment, eliminating barriers to treatment and reducing the risk of spreading the virus further.

We will increase access to prescription medications by waiving early medication refill limits on 30-day prescription maintenance medications. We will also encourage members to use their 90-day mail order benefit.

We will also ensure formulary flexibility if there are shortages or access issues. Members will not be liable for the additional charges that stem from obtaining a Non-preferred medication when a formulary drug is not available due to shortage or access issues.

We will also eliminate any cost share for prescriptions up to a 30-day supply.

Eliminating any barriers to members that receive a prescription as part of their treatment for COVID-19 will further recovery and reduce the risk of spreading the virus further.

We will waive copays for all [telehealth services](#) provided by Teladoc®.

Given the nature of the COVID-19 epidemic, seeking in-person medical care may lead to further spreading of the virus. We encourage the use of virtual care and will also facilitate member access.

Please see more at our dedicated coronavirus page: fepblue.org/coronavirus. You can also call the customer service number on the back of your member ID card for more information.