



Kansas City

IMPORTANT UPDATES FROM BLUE KC

# COVID-19 UPDATE FROM BLUE KC

**We're living in unprecedented times. Blue KC is here to help. We want to make sure you're informed which is why we've taken steps to support you during this ever-changing health pandemic. We're all in this together. Feel better knowing:**

**Your PCP has your back.**

**1**

What's the first thing to do if you think you've been exposed to COVID-19? Call your primary care physician or healthcare provider for instructions. Do not walk into a healthcare facility without contacting the facility in advance – it could put others at risk.

**The COVID-19 test is covered 100%.**

**2**

Does your physician recommend that you be tested? There's no cost sharing to worry about. All members should contact their primary care physician or healthcare provider to discuss criteria and availability of COVID-19 testing before visiting a healthcare facility.

**You can access care from home.**

**3**

There's no reason to leave home. You can access a video (face-to-face) visit right from your smartphone, tablet or computer with a virtual care doctor who's been trained to evaluate for COVID-19.

Services provided in the Blue KC app are at no cost until June 30, 2020. Download the app on the [Apple App Store](#) and [Google Play](#) or go to [www.BlueKCVirtualCare.com](http://www.BlueKCVirtualCare.com).

In addition, until June 30, 2020 you can see your in-network providers, at no cost for virtual (face-to-face), telephone, e-mail or text visits. Cost sharing\* still applies to physical therapy, occupational therapy and speech therapy.

*\*Deductibles, co-payments and coinsurance*

## We've relaxed the rules on Rx refills.

4

Like the CDC, we want you to have more than a one-month supply of medications on hand. So, we've waived early medication refills on 30-day prescription maintenance medications (excluding opioids and controlled substances). This means you won't have to wait until you're three-quarters into your medications to get a refill. To learn more about your plan's pharmacy benefits, log into the member portal at [MyBlueKC.com](http://MyBlueKC.com).

## You have information.

5

The ultimate resource for all-things-COVID-19? The Centers for Disease Control and Prevention. To stay up-to-date, visit the [CDC website](#). For information about symptoms, precautions and testing, you can also visit [Blue KC Updates](#).

### **Blue KC will continue to monitor the COVID-19 pandemic and share important information with you.**

Blue KC is aware that scammers are altering the appearance of their phone numbers to make it seem like they are calling from our customer service department. We will never ask for your personal details over the phone. Learn how to protect yourself and report suspected fraud [here](#).

Also, please note that the FDA recently announced there are NO FDA-approved home test kits for COVID-19. They are actively working with developers. Read their daily updates [here](#).

**WE'RE IN THIS TOGETHER. IT TAKES  
ALL OF US TO MINIMIZE THE SPREAD  
OF INFECTION.**

## [Nondiscrimination Notice & Language Information](#)

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