

COVID-19 Coverage for Members

We are closely monitoring activity around the novel coronavirus 2019 (COVID-19). We are committed to helping our members, staff and communities we serve stay informed and assisting those who might be affected. We stand ready to aid doctors, hospitals and federal, state and local public health organizations in serving our members and our communities.

COVID-19 Testing, Testing-Related Visits and Treatment

We've taken steps to lower costs and provide easier access to care for members related to COVID-19.

Currently, if you're a BCBSIL member:

Testing: You won't pay copays, deductibles or coinsurance for medically necessary lab tests to diagnose COVID-19. Your doctor doesn't have to ask us for the OK to test for COVID-19.

Testing-Related Visits: You won't pay copays, deductibles or coinsurance with in-network providers for visits related to COVID-19, whether at a provider's office, urgent care clinic, emergency room or by telehealth. (Testing must be medically necessary, consistent with CDC guidance and at the direction of a doctor.)

Treatment: If you are insured by BCBSIL, you won't pay copays, deductibles or coinsurance related to treatment for COVID-19. This applies to costs associated with COVID-19 treatment at in-network facilities and treatment for out-of-network emergencies.

This policy covers treatment from April 1 to May 31, 2020. We will reassess this policy as events warrant. (We will work in partnership with self-funded employer groups that decide to offer the same waivers.)

Pharmacy

We have temporarily lifted restrictions on getting early prescription fills.

- You can contact your pharmacy directly to ask for an early fill and any delivery options.
- Pharmacists have approval to provide an early fill on most medications.
- You can also use your 90-day supply benefits. Sign up for home delivery at [AllianceRx Walgreens Prime](#) or call the number on your BCBSIL member ID card.

Please note: This early fill information applies if you have BCBSIL pharmacy benefits administered by Prime Therapeutics. Also, all safety measures, prior authorization reviews, as well as prescribing and dispensing laws, still apply.

Telehealth

Currently, if you are insured by BCBSIL, including Medicare (excluding Part D plans) and Medicare Supplement members, you can:

Access provider visits for covered services through telemedicine or telehealth as outlined in your benefit plan. This includes, but is not limited to, visits with:

- Applied behavioral analysis
- APRNs
- Dietitians
- Licensed behavioral health
- Nutritionists
- Occupational therapists
- Physical therapists
- Physicians
- Physician assistants
- Speech therapists

You won't pay copays, deductibles, or coinsurance on in-network covered telemedicine or telehealth services.

These benefits give you access to care while reducing your risk of exposure to COVID-19 or other viruses. Services available for telemedicine or telehealth may differ based on your plan, please call the number on your member ID card if you have questions. (Note: These benefits may differ if you're covered through your employer's self-funded plan.)

Depending on your benefits, you may have access to:

- **BCBSIL providers** who offer the service through two-way, live interactive telephone and/or digital video consultations, or other methods allowed by applicable state laws and regulations. Log in to [Blue Access for MembersSM](#) to find an in-network provider.
- **Bilingual 24/7 Nurseline.** If you think you've been exposed to COVID-19, you can call the 24/7 Nurseline¹. The 24/7 Nurseline can help you identify some options if you're sick. Nurses are available at **1-800-581-0368**, 24 hours a day, 7 days a week.
- The 24/7 Nurseline for Blue Cross Community Health PlansSM and Blue Cross Community MMAISM members is available at **1-888-343-2697 (TTY/TDD 711)**, 24 hours a day, 7 days a week. The call is free.
- **Virtual Visits.** You may also access your **Virtual Visits** benefit² provided by BCBSIL and powered by MDLIVE³. You can consult a board-certified doctor for non-emergency situations by phone, mobile app or online video 24 hours a day, 7 days a week. Virtual Visits doctors can even send e-prescriptions to your local pharmacy. [Learn more about Virtual Visits](#) or log in to [Blue Access for MembersSM](#) to make sure you have this benefit. (MDLIVE is not available for Medicare.)