

Florida Blue on Covid-19

Waiving copays and deductibles related to the medical test for the virus. Members should call their primary care doctor if experiencing symptoms linked to the novel coronavirus. If members go to an Urgent Care Center or ER they could become infected and also infect others. If the doctor feels the member needs to be tested, **the lab test itself** is at no cost to member and the member will be referred to a testing facility as appropriate. However, there may be charges for the collection fee or if other office services or tests (like for flu test) are performed.

(For groups with Pharmacy through Florida Blue/Prime) Increasing access to necessary medications. We're waiving early medication refill limits on 30-day prescription maintenance medications and/or encouraging members to use 90-day mail order benefit (if applicable). If a member needs help with their prescriptions, they are encouraged to call the number on the back of their ID cards.

Offering counseling for members feeling stress related to the novel coronavirus. In partnership with New Directions Behavioral Health, members can talk to specially trained behavioral health counselors at no cost. Members can talk with a counselor 24/7 about stress they may be feeling by calling the toll-free help line at 833-848-1762. The counselors will not be able to assist with questions about COVID-19 testing or treatment. Member can call the number on the back of their ID card for more information on that – Customer Service has been updated on all changes.

Will Florida Blue cover associated care if a positive result is received: Medically necessary care to treat COVID-19 will be covered, subject to the normal contract benefits and cost shares for the type of care received