

## Jason Powers

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**From:** Craig Rawlinson <Craig.Rawlinson@BlueKC.com>  
**Sent:** Monday, March 30, 2020 11:12 AM  
**To:** Jason Powers  
**Subject:** [EXT] RE: \*\*\*COVID-19 Update\*\*\*

Hi, Jason. See below.

- Through June 30, Blue KC will allow employees that were active on or before March 1, 2020 to continue coverage regardless of the number of hours they work or don't work. We will continue to offer them coverage.
- Permanent termination or layoff, cobra would be offered.
- New hires are subject to minimum requirements (30 hours).

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Sent from [Workspace ONE Boxer](#)

On March 30, 2020 at 10:55:29 AM CDT, Jason Powers <jasonp@legacybrokerskc.com> wrote:

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How about from the employer's perspective? Any update on whether you are relaxing eligibility requirements during layoffs?

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**From:** Craig Rawlinson <Craig.Rawlinson@BlueKC.com>  
**Sent:** Monday, March 30, 2020 9:39 AM  
**To:** \_Territory\_39 <Territory\_39@BlueKC.com>  
**Subject:** \*\*\*COVID-19 Update\*\*\*

Please let me know if you have any questions. Thank you for your continued support!

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### Craig Rawlinson

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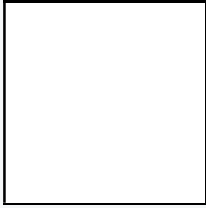


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**From:** Blue KC <info@bluekc.com>  
**Sent:** Friday, March 27, 2020 3:48 PM

To: Craig Rawlinson <Craig.Rawlinson@BlueKC.com>

Subject: COVID-19 Update



## COVID-19 Update

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Blue Cross and Blue Shield of Kansas City (Blue KC) appreciates the ongoing support of our valued broker partners during these challenging times. We want to provide you with some important updates regarding benefit and coverage changes pertaining to the spread of COVID-19. These measures will remain in place during the COVID-19 emergency period unless otherwise noted and Blue KC will continue to evaluate these decisions and will update you as needed.

- **Updated** - Blue KC will cover the COVID-19 diagnostic test consistent with CDC guidance related to COVID-19, with no cost share\* to the member.
  - **IMPORTANT** - 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. Members should also reference the CDC website for best practices if they are experiencing symptoms.
  - **Effective March 18, 2020**, covered services and items furnished during the office visit, urgent care visit or emergency room visit that result in the ordering or the administration of the COVID-19 test will also be covered with no cost sharing.
  - For services provided **prior to March 18, 2020**, members will still be subject to any cost sharing for an office visit, urgent care or emergency room visit attributed to COVID-19 testing. Members may have also received other diagnostic tests during the office visit and those tests and services will also be subject to normal cost sharing.

- 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](#).

Please Note: Blue KC is working with National Alliance to ensure system updates are made so plans are compliant with recently passed legislation.

- **Updated** - Blue KC is temporarily expanding coverage for telehealth\*\* and in many cases, waiving member cost sharing (deductibles, co-payment and coinsurance). Until June 30, 2020, for in-network providers the following coverage enhancements apply for services that would otherwise be covered at an in person visit:
  - Virtual Video - Face-to-Face
  - Physician Visits - For medical virtual video visits where a primary care provider or other physician can see the member to evaluate their condition, cost sharing is waived.
  - Behavioral Health Visit or Therapy, including ABA therapy - For behavioral health office visit or therapy where a behavioral health therapist can see the member, cost sharing is waived.
  - Physical, Occupational or Speech Therapy - **For these therapies, member cost sharing applies.**
  - Audio or E-visits - For providers or members who don't have access to secure video systems, non-face-to-face communication will be covered, and cost sharing is waived. This includes telephone, email and text.
  - Services provided in the Blue KC Virtual Care app are at no member cost share. The app is currently available on the [Apple App Store](#) or at [Google Play](#) or at [BlueKCVirtualCare.com](#). With increased use of virtual care, please understand wait times may be longer than usual.
- **Unchanged** - Prior authorizations will be waived for diagnostic tests and for covered services that are medically necessary and consistent with CDC guidance if diagnosed with COVID-19. Blue KC will also make dedicated clinical staff available to address inquiries related to medical services, ensuring timeliness of responses related to COVID-19.
- **Unchanged** - Early medication refill limits will be waived on 30-day prescription maintenance medications (excluding opioids and controlled substances). This is consistent with the CDC recommendation to have more than a one-month supply of medication on hand. Member cost sharing will apply as normal.

### **Additional Resources**

Please know that the Blue KC Team is accessible to help address your questions throughout the regional Stay at Home Order. We look forward to interfacing with you and your clients via phone, email and through any other virtual conferencing technology during this time.

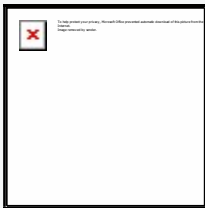
Employer groups and members can also continue to find additional information, resources and Frequently Asked Questions on [our website](#), and we will update that information as is needed as well.

As a reminder, we have also created materials for you to share with your groups as appropriate:

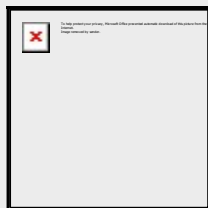
- [Proper Hand-Washing Techniques](#) ([Spanish version here](#))
- [Tips to Avoiding Coronavirus](#) ([Spanish version here](#))

*\*Cost share means deductible, copayments and coinsurance. Blue KC will work with federal officials to ensure coordination of benefits for Medicare members and for those with health savings accounts.*

*\*\*National Alliance self-insured group plans may not provide telehealth care at the same benefit levels as Blue KC.*



For more information, contact your Blue KC representative.



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