

COVID-19 MEASURES BY SEGMENT



Interventions effective March 6, 2020	Policy vs. benefit change	Fully Insured	Self-Insured / ASO	SHP	HDHP	FEP	MA / ExH	IPP
		Group and Individual	Administrative Services Only	State Health Plan	High Deductible Health Plan	Federal Employee Program	Medicare Advantage & Experience Health	Inter-Plan Programs
Expansion of telehealth services	Reimbursement policy	✓	✓	✓	✓	✓ *	✓	✓
Expansion of telephonic services	Reimbursement policy	✓	✓	✓	✓	✓ *	✓	✓
Refill medications early	Policy	✓	Varies	✓	✓	✓	✓	Varies
COVID-19 Test: No prior auth or member cost share of test	Benefit change	✓	Varies	✓	✓	✓	✓	Varies
COVID-19 Visit: Waive member cost share for testing and/or screening	Benefit change	✓	Varies	✓	✓	✓	✓	Varies
Waive prior authorization for medical necessary services for COVID-19 diagnosis	Benefit change	✓	Varies	✓	✓	✓	✓	Varies

*Please visit www.bluecrossnc.com/coronavirus-providers and click on the telehealth update for more details on FEP coverage for telehealth.