



# MEDICARE

P.O. Box 17168  
Winston-Salem, NC 27116-7168

**\$0**  
**Medicare Advantage**  
**member copays** for  
primary care and  
behavioral health visits  
through the end of 2020.\*

June 9, 2020

Dear Member,

To help make sure you receive the medical care you need, **Blue Cross and Blue Shield of North Carolina is waiving all copayments for in-network primary care and outpatient behavioral health visits for Medicare Advantage members from June 1 through the end of 2020.\*** (See back for details.) Visits do not have to be related to COVID-19 and can be done in person or virtually through telehealth – audio or video visits with your provider.\*\*

In fact, we strongly encourage you to seek virtual care whenever possible. Whether it's through an online video or audio phone call, **virtual care can help prevent the spread of COVID-19** and other illnesses. Virtual visits can include appointments with primary care providers, specialists, behavioral health providers and any North Carolina-licensed health care providers who can deliver services via secure video or telephone.

For more information about virtual care and waived copayments for Medicare Advantage members, visit [BlueCrossNC.com/Zero-Copay](https://www.bluecrossnc.com/Zero-Copay) or call the Customer Service number on the back of your member ID card.

To your good health,

Rahul Rajkumar, MD  
Chief Medical Officer  
Blue Cross and Blue Shield of North Carolina

Notes:

\* Copayment waiver is specific to the primary care medical visit or behavioral health therapy visit. Members may have costs for other services unless they are related to COVID-19 treatment or testing. Non-COVID-19 services excluded from the \$0 copay include: labs, X-rays and diagnostic testing, Medicare Part B drugs and durable medical equipment.

\*\* Please call your doctor's office and ask about virtual appointment options. If you are feeling unwell, call ahead before showing up in person. This will help prevent the spread of illness. Virtual office visits do not have to be related to COVID-19.

All announced COVID-19 measures apply to Blue Cross NC's fully insured, Medicare Advantage and Federal Employee Program members. Some benefits enhanced in response to COVID-19 are voluntary and are offered on a temporary basis.

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