



Capital BlueCross continues to ensure our members can get the care they need during the COVID-19 pandemic. Today, we're announcing the following steps that will help members during this time of need.



In-network Inpatient Treatment

Capital BlueCross will waive member cost share (copays, coinsurance, and deductible) for in-network inpatient hospital treatment related to COVID-19, effective April 1 through May 1. This action includes fully insured, Medicare, and Small Group ASO members. Large ASO Groups (100+ employees) may elect to opt in and should contact their Capital BlueCross account executive for details.

Teledentistry — Cost Waiver

BlueCross Dental plans will cover in-network teledentistry consultations with no member cost share for treatment from April 15 through May 15. During this time, we will waive frequency limits for these evaluations and visits will not count toward a member's annual visit amount. This applies to Individual, Commercial Group, CHIP and Medicare Advantage members. (Capital BlueCross will be reimbursing ASO groups for the cost of these claims.)

Capital BlueCross Virtual Care app

For those members with the Capital BlueCross Virtual Care benefit, we are extending the cost waiver through May 15. Medical, psychiatry, and counseling visits through the Capital BlueCross Virtual Care app will be free to fully insured and Small Group ASO members who have the Virtual Care benefit. Large ASO Groups may opt out of covering this cost waiver for their employees by contacting their Capital BlueCross account executive.

Telehealth

The telehealth member cost share waiver will expire at midnight on April 15. Access to telehealth (phone or video conference) with in-network providers will continue without interruption — but as of April 16, members will once again be responsible for their respective cost share (copays, coinsurance, and deductible), which varies depending on the group's benefit plan.

Capital BlueCross continues encouraging members to use telehealth to support social distancing, prevent the spread of the virus, and help protect our healthcare workers. Telehealth uses phone or video conferencing to connect healthcare providers and patients. It's not limited to a specific platform, app or provider. Members may use any in-network health system's or doctor's telehealth apps, or contact their doctors directly to find out how to schedule a phone or video appointment.

Here to Help

As your clients continue to endure this global health crisis, we want to do what we can to help them continue coverage for their business and their employees. Please reach out to your account executive with questions or concerns if you feel one of your clients needs assistance. We are here to help.

Also, if you serve a client who needs to modify their workforce through layoffs or furloughs, we can help those who are impacted. They can email heretohelp@capbluecross.com or call our dedicated phone line at **833.550.7867**, available Monday through Friday, 8 a.m. to 7 p.m., and Saturday, 9 a.m. to 3 p.m.

We will continue to assess the evolving situation and provide you with updates as they occur.

Stay healthy and be safe.
We're in this together.

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