



Capital BlueCross continues to closely track the COVID-19 outbreak and has put several steps in place to help support the needs its members. Our work aligns with the BlueCross BlueShield Association's recent announcement about expanding healthcare services and access.

Benefits and Coverage

COVID-19 diagnostic testing will be covered in full with no member cost share. We are also waiving prior authorizations for diagnostic tests and for covered services that are medically necessary and consistent with CDC guidance for members diagnosed with COVID-19.

To help members prepare for the potential need to stay home or remain isolated for an extended period of time, we will waive early medication refill limits on 30-day prescription maintenance medications. We also will encourage members to use their 90-day mail order benefit.

Capital BlueCross Virtual Care

Virtual Care is a sensible, secure, and convenient way for members to get care and avoid further spreading of the virus. We encourage members to use this service if they're concerned about seeking care at a doctor's office or urgent care center. If members use the service for suspected COVID-19 symptoms, Virtual Care doctors are trained to help patients find the best place to be tested for the virus, if it is necessary. **Until April 15, 2020, visits to Virtual Care for medical services are free.**

Supporting a Healthy Work Environment

We continue to remain engaged with federal and state government officials, including the CDC and Governor Wolf's administration. Also, we'd like to remind you that Capital BlueCross has a business continuity plan in place to continue supporting you in the event of a widespread epidemic. We will contact you with more details about how we're addressing COVID-19 and will update our website with the latest news and information.

Thank you, and we appreciate the opportunity to serve your and wellness needs.

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