

COVID-19 FREQUENTLY ASKED QUESTIONS**Q: Where can members find current information on COVID-19?**

A: The Centers for Disease Control and Prevention (CDC) website is the best place for the latest up-to-date information. Visit [CDC.gov/coronavirus2019](https://www.cdc.gov/coronavirus2019).

Q: What should a member do if they've been exposed to COVID-19?

A: Members should call their doctor and tell them they've been exposed to COVID-19. This will help the office take steps to keep other people from getting infected or exposed.

Q: Where should members get the COVID-19 test?

A: If members are sick, they should call their doctor. Their doctor can help determine whether they need to be tested for COVID-19 and determine the place for testing.

Q: Will BCBSTX cover the cost of the COVID-19 test?

A: Yes. BCBSTX will cover the cost of the test to diagnose COVID-19 when medically necessary and consistent with CDC guidance.

Q: What other costs is BCBSTX covering, in addition to the COVID-19 test (i.e., treatment, office visit, urgent care, etc.)?

A: With regard to treatment for COVID-19, our plans cover medically necessary health benefits, including physician services, hospitalization and emergency services consistent with the terms of members' benefit plans. Members should always call the number on their ID card for answers to their specific benefit questions.

Q: Are referrals, scripts or pre-tests required prior to the COVID-19 test?

A: No. A referral is not needed and claims processing does not require a flu test prior to the COVID-19 test. Testing is at the doctor's discretion/recommendation.

Q: Who can members call with questions about their coverage?

A: Members can call the number on their member ID card. Customer Service is available to answer your questions and provide further assistance.