



Serving Our Members: Telemedicine Cost-Sharing Update

As the situation around Coronavirus Disease 19 (COVID-19) continues to evolve, we are focused on ensuring our members can access quality, affordable care in their communities. Effective immediately, our five Blue Cross and Blue Shield plans will temporarily lift cost-sharing for clinically appropriate medical and behavioral health services delivered via telemedicine. This applies to all fully insured members whose benefit plan includes telemedicine benefits.

Our top priority is ensuring our members get the care they need, which is increasingly important in this challenging time. By removing the cost-sharing requirements, it removes a barrier for our members and encourages them to consult a qualified health care provider while avoiding unnecessary visits to clinics, hospitals and emergency rooms.

Our eligible, fully insured members can access these telemedicine benefits at no cost share via in-network providers who offer the service or via their Virtual Visits benefit powered by MDLIVE.

This benefit enhancement will be effective through April 30. At that time, we will consider whether to extend the timeframe.

To find the latest information regarding COVID-19, please go to www.bcbstx.com.