

BLUE CROSS OFFERS ADDITIONAL MEASURES DURING COVID-19 PANDEMIC

- Expands Coverage for Virtual Care Visits. Virtual doctor visits will be covered the same as face-to-face visits according to a member's health plan. Virtual visits include appointments with primary care providers, specialists, behavioral health providers, and any NC licensed providers who can provide services via secure video or telephone. This applies to all members. Blue Cross NC strongly encourages people to seek virtual care whenever possible. This will save lives by preventing the spread of disease, and reduce the strain on our hospitals, emergency rooms, and urgent care centers.
- Waives Out-of-Pocket Costs for COVID-19 testing. Blue Cross NC will provide coverage and waive cost-sharing (including deductibles, co-payments, and coinsurance) for COVID-19 testing or for a doctor visit or call to determine if testing is necessary. Specifically, there will be no member cost-share for COVID-19 testing or screenings to determine if a testing is needed through virtual care visits, outpatient office visits, urgent care visits and ER visits.
- Increases access to medications. Blue Cross NC is waiving early medication refill limits. This way, members can have the medicines they need on hand. Members can ask their doctor to order a 90-day prescription of your maintenance medication(s) for ongoing conditions or needs and ask for these to be mail-ordered for delivery.