



In light of the quickly evolving coronavirus (COVID-19) situation in the U.S., we want to provide you with some important information, resources and benefit updates from CareFirst BlueCross BlueShield.

Effective March 6, 2020, CareFirst has made the following benefit updates to make sure their members can get the care they need during the coronavirus outbreak.

- **CareFirst will cover medically necessary diagnostic tests that are consistent with CDC guidance related to COVID-19 without member cost share.** CareFirst will cover, with no cost share\* to the member, the appropriate medically necessary diagnostic testing for COVID-19, where it is not covered as part of the Public Health Service response, and ensure patient testing and any subsequently needed care are done in close coordination with federal, state and public health authorities.
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- **CareFirst has eliminated prior authorization requirements for diagnostic tests and covered services that are medically necessary and consistent with CDC guidance for members diagnosed with COVID-19.** Additionally, members can call the customer service phone number on the back of their member ID card for help with questions related to medical services.
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\* CareFirst will follow IRS guidance for members who are enrolled in high-deductible health plans.

#### **Reminder about 24/7 care options**

Anyone with symptoms should first call their PCP to discuss their symptoms and treatment options. CareFirst members also have two options to receive care outside a provider's office – the 24-Hour Nurse Advice Line and CareFirst Video Visit.

- **24-Hour Nurse Advice Line** – Members can call 800-535-9700 anytime to speak with a registered nurse to discuss their symptoms and get recommendations for the most appropriate care.
- **CareFirst Video Visit** – Members can also register for [CareFirst Video Visit](#) to securely connect with a doctor, day or night, through their smartphone, tablet or computer. No appointment is necessary.

#### **For more information**

The [Centers for Disease Control and Prevention \(CDC\) website](#) is the best resource for information on preventing and treating the coronavirus. CareFirst will also be updating their [website](#) as new information is made available.