

BENEFITS

March 18, 2020

Getting Care for COVID-19

PREMERA BLUE CROSS

The Washington Office of the Insurance Commissioner (OIC) issued an emergency order on March 5 that requires insurance companies to cover FDA-authorized coronavirus 2019 (COVID-19) test at no cost share and without prior authorization. This order is effective immediately through May 4, 2020. This is to ensure that no patient has a financial barrier to care.

As a self-insured medical plan we support this order and will extend it to our own plans. Through May 4th, 2020, our medical plan will:

1. Waive deductible and coinsurance for anyone requiring FDA-authorized COVID-19 respiratory syncytial virus (RSV), influenza, or respiratory tests. This applies to both the test and the related provider visit at in- and out-of-network providers, facilities, and labs.
 - a. All other treatments and services including hospitalizations are subject to the usual benefits and cost shares.
 - b. Premera has deemed this a preventive care test,
2. The “refill too soon” prescription drug policy has been adjusted so you can refill medications early to ensure you have an adequate supply on hand. This applies to medications purchased at the pharmacy. Please see below for mail order

WHAT DO I NEED TO DO?

I'm concerned about my symptoms

If you have concerns or want to ask about your symptoms, we recommend making your first move a phone call.

- Call your primary care doctor's office.
- Call the 24-Hour NurseLine at no charge. Just call 800.841.8343, which is also listed on the back of your ID card
- Teladoc is also prepared to provide high-quality healthcare by phone, video, or mobile app. Visit teladoc.com/premera, call **855.332.4059** or open the Premera app on your mobile device to get started. Be aware that they are experiencing a very high volume of visits right now, so their wait times are higher than normal.
- For frequently asked questions (and links to Washington Department of Health and CDC) go to Premera's COVID-19 web page at <https://www.premera.com/wa/visitor/about-premera/supporting-our-community/outbreak/>

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I need to refill my medications

Retail Prescriptions

The change to the “refill too soon” policy applies to prescriptions you get at your local pharmacy. Just let your pharmacist know that you want an added supply at home based on COVID-19.

Mail Order

You also have access to mail order prescriptions for 90-day supplies. Signing up is easy. You can request a prescription transfer to mail delivery by calling **800-391-9701**. Be sure to have your Premera member information when you call.

Not only is the cost less to you, but you have the convenience of home delivery.

More information on Premera’s mail-order is found at <https://www.premera.com/wa/visitor/pharmacy/pharmacy-services/mail-order-prescriptions/>.