

## **Medical Information related to COVID-19**

The City of Austin in partnership with BCBS are closely monitoring the Public Health Emergency around the novel coronavirus 2019 (COVID-19) and have taken necessary steps to ensure members can easily access medical care related to COVID-19.

If you are currently enrolled in a City of Austin medical plan, you are covered for the following services. Please note that the dates may change as the Public Health Emergency is extended. Please check back for updated information.

### **COVID-19 Testing**

- COVID-19 testing is covered at 100% on all City medical plans (CDHP, PPO & HMO) through **04/21/2021**
- Must use BCBS in network providers
- No copays, deductibles or coinsurance for visits related to COVID-19 testing at a provider's office, urgent care clinic, emergency room or by telehealth
- Testing must be consistent with CDC guidelines and at the direction of a doctor
- Prior-authorization is not required to test for COVID-19

### **COVID-19 Vaccine Coverage**

- COVID-19 vaccine is covered at 100% on all City medical plans (CDHP, PPO & HMO) using Network medical or pharmacy providers
- Out-of-network providers will be covered at 100% for the duration of the Public Health Emergency. After the Public Health Emergency ends, out-of-network providers would be covered using the out-of-network benefit. The HMO plan does not cover out-of-network services.

### **Treatment**

- Covered on all City medical plans (CDHP, PPO & HMO)
- In-network providers, facilities and out-of-network emergencies
- Employees, retirees, dependents will pay copays, deductibles or coinsurance for visits related to COVID-19 at a provider's office, telehealth, urgent care clinic, or emergency room

### **Virtual Visits**

- **Effective 1/1/2021**, the City has added coverage for telehealth services, in addition to Virtual visits
- Telehealth and MDLIVE Virtual Visits will be covered at the copay for the PPO and HMO plans or coinsurance and deductible for the CDHP plan
- MDLIVE Virtual Visits with BCBS are Board certified physician for both general health and behavioral health conditions. Physicians are available 24 hours, 7 days a week and can send prescriptions to your local pharmacy when necessary
- Common conditions include: allergies, asthma, behavioral health (by appointment), general health, pink eye, sinus infections & COVID-19
- Access telemedicine services at: [bcbstx.com/coa](http://bcbstx.com/coa)

## Telehealth

What is telehealth?

- You can connect to your primary care physician, specialist and/or mental health provider by using your webcam, smart phone or tablet
- You don't have to travel to get the care you need
- Services must be provided through a BCBS network provider
- Covered at covered at the copay for the PPO and HMO plans or coinsurance and deductible for the CDHP plan
- Out-of-network provider services, except for emergency room will be paid at the current level based on the plan. HMO plans do not have out of network coverages
- HMO: **referrals** are still required to see a specialist

The City of Austin will send updates if deadlines for coverage are extended.

You can contact Blue Cross at 1-888-907-7880 or your primary care physician for more information.

For up-to-date COVID-19 information and resources, visit <https://www.austintexas.gov/covid19>.