

City of Chandler Plans Update

Expanded support is being put in to place in an effort to combat the spread and impact of the coronavirus (COVID-19). Blue Cross Blue Shield of Arizona is minimizing barriers for testing and treatment, including waiving prior authorizations for members with COVID-19, eliminating member cost share for telehealth sessions, increasing access to prescription drugs and enhancing other clinical support systems.

BCBSAZ is taking the following steps to assist members (provisions apply to **all** City of Chandler medical plans):

- **Waiving Prior Authorizations:** BCBSAZ will waive prior authorizations for medically necessary covered services that are consistent with CDC guidance for members diagnosed with COVID-19. BCBSAZ will also make dedicated clinical staff available to address inquiries related to medical services.
- **Covering Medically Necessary Diagnostic Tests:** Members will pay no cost-share for medically necessary diagnostic tests related to COVID-19 and consistent with CDC guidance (when services are not covered as part of the Public Health Service response).
- **Eliminating Cost Share for Telehealth Sessions and Expanding Hotline Services:** BCBSAZ will waive the member cost share for telehealth sessions, and expand access to telehealth and nurse/provider hotlines. Given the nature of the COVID-19 outbreak, seeking in-person medical care may lead to further spreading of the virus. BCBSAZ will encourage the use of virtual care and will also facilitate member access and use of nurse/provider hotlines.
- **Increasing Access to Prescription Medications:** BCBSAZ will increase access to prescription medications by waiving early medication refill limits on 30-day prescription maintenance medications (consistent with a member's benefit plan) and/or encouraging members to use their 90-day mail order benefit. BCBSAZ will also work with members to find alternative covered medications if there are shortages or access issues. Patients will not be liable for additional cost-share for a non-preferred medication if the preferred medication is not available due to shortage or access issues.

BCBSAZ is closely monitoring the updates on COVID-19 and reviewing the data daily so that they are prepared and can respond quickly if the situation changes. Additionally, BCBSAZ is working with the Arizona Department of Health Services to offer ongoing consultation and support including translation services, and funding "Go Kits" with thermometers, masks, and information for travelers returning to Arizona.

For more information, please visit <https://www.azblue.com/coronavirus>