

Blue Cross COVID-19 Response

Sara Teachout



COVID-19 Policy Changes

- Pharmacy Refills and Substitution
 - Allow refill override for essential medications (3/12)
 - Information about available local Rx delivery services
 - Express Scripts mail order pharmacy option
 - Collaborating on drug substitution policy in event of shortages
- New Emergency Telephone Policies
 - Telephone-only equivalent visits (3/17)
 - Triage Call payment to manage patient requests (3/19)

COVID-19 Response and Policy Changes

- Pre-COVID-19 Telemedicine
 - Available through Amwell, a national vendor service; and
 - Local providers through any HIPPA-compliant equipment
 - Fewer than 1% of claims were for telemedicine visits
- Expanding Telemedicine **where medically appropriate**
 - Preventive Care visits for ages 2 and up (new and ongoing)
 - Physical, Occupational and Speech Therapy
 - Applied Behavioral Analysis Therapy (e.g. autism)
 - Payment for Store and Forward Medical Transmission
 - Intensive Outpatient Therapy (e.g. addiction treatment)
 - Crisis and Group Psychotherapy
 - In-process: home health agency services expansion

COVID-19 Response and Policy Changes

■ Vermont Exchange

- COVID-19 Special Enrollment Period for the uninsured began March 20th and through April 17th
- Coordinating with DVHA to allow flexibility for those whose premiums are in arrears

■ Cost-Share

- No cost share for all COVID-19 testing and associated office, urgent and emergency visits and telemedicine

■ Complying with new federal and state emergency laws, rules and bulletins