

COVID-19 Update

Normal Member Cost Shares Resume Sept. 1, 2021

To help our members and providers during the initial COVID-19 pandemic, we put several temporary provisions in place. These exceptions were always intended to be temporary given the unique situation presented during this pandemic. We are resuming several processes, including member cost-shares.

Effective Sept. 1, 2021 for all Florida Blue, Florida Blue HMO, Truli for Health and Florida Blue Medicare plans:

- The member's normal cost share for the treatment of COVID-19 in all places of service will resume.
 - For inpatient hospitalizations, we will use the date of admission for claims processing. If your patient was admitted before Sept. 1, 2021, their cost share will continue to be waived during their hospitalization, through date of discharge.
- We are also resuming member cost shares for Florida Blue Medicare for:
 - Primary care visits (office and telemedicine)
 - Behavioral health visits (office, outpatient and telemedicine)

These changes do not affect the Federal Employee Program at this time, and we continue to work with our self-funded groups to determine how they want us to administer their benefits. You can check a member's benefits and eligibility in Availity^{®1} at [availity.com](https://www.availity.com).

COVID-19 Testing and Vaccinations Continue at \$0 Cost Share

The medical diagnostic test for COVID-19 is available to members at \$0 cost share through the Federal Public Health Emergency, which has been extended through Oct. 18, 2021. Testing-related visits and services, whether in a provider's office, outpatient setting or via telemedicine services that result in an order for the COVID-19 test, are at \$0 cost share to our members.

We continue to cover the full cost of the COVID-19 vaccines approved for emergency use authorization.

Support Services Available

Registered nurses and community support specialists at our Florida Blue Centers are available to provide support to everybody, not just our members. The nurses are available for personalized support Monday through Friday, 9 a.m. to 7 p.m., and Saturday, 9 a.m. to 4 p.m.

Questions?

Florida Blue providers, please call the Provider Contact Center at **800-727-2227**.

Truli for Health providers, please call the Provider Contact Center at **833-238-8144**.