

► *Please read this letter to learn about important benefit updates in response to the COVID-19 national emergency.*

July 2020

Here's important information about your Medicare Advantage HMO-POS health plan during the COVID-19 pandemic.

Dear Member,

In order to ensure you can get the health care you need, Blue Care Network is working to make changes to your cost share benefits through the remainder of 2020. This will enable you to consult with your doctors and therapists about other health needs, both in-person and through telehealth while easing the burden for those affected by COVID-19.

All COVID-19 related testing and treatment are \$0 cost share through the end of 2020:

- We've extended our coverage of COVID-19 treatment at \$0 cost share through December 31, 2020.
- We'll continue to cover COVID-19 testing at \$0 cost share throughout the duration of the public emergency. Coverage applies to FDA-approved tests ordered by a health-care provider.

Some in-network services have been reduced to \$0 cost share retroactive from May 1, 2020, through the end of 2020:

- **In-person primary care office visits and in office services.** Primary care refers to basic or general health care usually provided by primary care doctors. Your cost share will be waived if the services are provided through office, clinic or telehealth. It includes laboratory testing processed in the office and radiology services performed in the office.
- **Behavioral health office visits.** Behavioral health office visits include individual therapy, psychiatric medication consultations and group therapy on an outpatient, non-facility basis.
- **Telehealth services** for both medical and behavioral health.

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Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Existing benefits will be available with your regular copays, coinsurance or deductibles:

- Services provided in urgent care centers.
- Services provided by medical specialists.
- Laboratory services that your doctor orders and sends to an outside lab provider.
- Medicare Part B medications administered at your doctor's office.
- Supplies received from your doctor while in the office.

Questions? We're here for you

If you have questions about your health plan, you can:

- Go online at **bcbsm.com/som** and log in to get information specific to your plan.
- Call the Customer Service number on the back of your member ID card. TTY users, call 711.

And remember, we're always here to help.

Sincerely,

A handwritten signature in black ink, appearing to read "Krischa K. Winright".

Krischa K. Winright
Executive Vice President