



BluesMarketplaceSM

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March 17, 2020

Blue Cross is waiving cost sharing for telehealth medical services



What you need to know

Today, Blue Cross Blue Shield of Michigan is publicly announcing that we'll waive cost sharing on telehealth medical services for our members who have the benefit.

This will be in place for our members starting on Tuesday, March 17 at 9 a.m. Eastern time and will continue through at least April 30. This change affects member liabilities for visits to network doctors who provide telehealth medical services as well as Blue Cross Online VisitsSM — for customers who have this benefit.

Combined with our previous decision to waive member cost sharing for COVID-19 lab testing and several other changes, we're promoting ways to reduce infection. Telehealth enables individuals to consult with physicians from their home using computers, smartphones, telephones and tablets.

These enhancements to existing benefits are temporary and the associated costs are relatively small. We're encouraging self-funded groups to join in these changes although they can opt out because they manage their benefits.

Additional resources

You can read more about this in [this letter](#). We've also provided you with [talking points](#) that you can use with your group customers.

We continue to post information on our blog — [MIBluesPerspectives.com](https://www.mibluesperspectives.com) — to inform customers and members of the latest on the national impact of the COVID-19 virus.

Blue Cross is committed to helping its members, customers and the community during this public health emergency. Thank you for your support and assistance.

Action item

Reach out to your self-funded employer groups to share the changes using [this letter](#).

Questions? Contact your Blue Cross sales representative or managing agent.