



COVID-19 (Coronavirus) Response by Carrier

Carrier Guidance for Small and Large Group
Updated: 8/13/20 | 5:00 p.m. (PST)

Blue Shield of California

Carrier Responses

Resources

Coverage

Blue Shield of California will cover members' coinsurance, copayments and deductibles for COVID-19 medical treatments through December 31, 2020. This includes cost-sharing for hospital, urgent care, emergency room and office visits where the visit is to screen or test for the virus. Blue Shield will also not require prior authorization for medically necessary emergency care, consistent with its current practice. HMO members, must see their assigned PCP physician, urgent care facility associated with the medical group that they are assigned to, or use Teladoc. PPO members would need to see a licensed health care provider as defined in the EOC, in network or out of network.

Special Enrollment Period - Small Group (1-100), employer groups may enroll new members off-anniversary through a Special Enrollment Period (SEP) through September 30, 2020, with October 1 as the latest effective date. This SEP is for employees who previously declined coverage for themselves or their dependents. Enrollment requests must be received on or before the 1st of the month for which enrollment is being requested.

Telemedicine

Blue Shield is waiving Teladoc cost-sharing for all members through December 31, 2020. Blue Shield suggests members and employees reach out to their **Teladoc**, NurseHelp 24/7 service or to report their condition to their family doctor or urgent care clinic. Teladoc cost share waiver applies to ALL visits during this time, not just those associated with COVID-19

Heal - Cost sharing is waived for remote house calls (telemedicine) for coronavirus screening for members whose plan benefits include Heal.

[Blue Shield What You Need To Know \(COVID-19\)](#)

[Blue Shield Resource Center \(COVID-19\)](#)

[COVID-19 Teladoc](#)

[NurseHelp 24/7](#)

[Heal](#)