

March 12, 2020

CareFirst BlueCross BlueShield (CareFirst) is committed to the health and safety of their members during the current coronavirus (COVID-19) outbreak. Effective March 6, 2020, CareFirst has made important benefit updates to remove cost and other barriers to ensure all of their members have access to necessary care. As a company of CareFirst, CareFirst Administrators (CFA) has also decided to follow the same protocol.

CFA is making claim payment adjustments for your plan as a result of the public health threat posed by the COVID-19 outbreak, CFA has determined that the changes described below are necessary to address the outbreak.

- **CFA will pay your member's claims on your behalf for medically necessary diagnostic tests that are consistent with CDC guidance related to COVID-19 without member cost share.** CFA will pay on your behalf, with no cost share\* to the member, the appropriate medically necessary diagnostic testing for COVID-19, where it is not covered as part of the Public Health Service response, and ensure patient testing and any subsequently needed care are done in close coordination with federal, state and public health authorities.
- **CFA has eliminated prior authorization requirements for diagnostic tests and covered services that are medically necessary and consistent with CDC guidance for members diagnosed with COVID-19.** Additionally, members can call the customer service phone number on the back of their member ID card for help with questions related to medical services.
- **True Rx is working on a solution to waive early medication refill limits on 30-day maintenance medications (consistent with a member's benefit plan) and encouraging members to use their 90-day mail order benefit.** Member cost sharing will apply as normal. We will also ensure formulary flexibility if there are shortages or access issues.

We will continue to share timely updates with you as the situation evolves. As a reminder, the [Centers for Disease Control and Prevention \(CDC\) website](#) remains the best resource for information on preventing and treating the coronavirus. CareFirst will also be updating their [website](#) as new information is made available.