



Global Medical Response's major healthcare carriers, that cover most of our employees, are updating their medical plans to address the current COVID-19 pandemic. If you are not on one of the GMR carriers' medical plans, please call the customer service number on your benefits card to answer any questions you might have.

Blue Cross Blue Shield of Texas (BCBS TX)

- Will waive prior authorizations for diagnostic tests and covered services that are medically necessary
- Will cover the full cost of medically necessary diagnostic tests
- They are expanding access to telehealth and nurse/provider hotlines through BCBS

Kaiser Permanente

- Kaiser has advised GMR that all cost sharing (deductibles, copayments and coinsurance) will be reduced to zero dollars (\$0.00) for medically necessary screening and testing

Anthem Blue Cross Blue Shield

- All cost sharing is waived (copays, deductibles, coinsurance) for LiveHealth Online telemedicine visits for 90 days. This applies to medical, psychology and counseling visit consultations
- Anthem will also be waiving the cost sharing of the COVID-19 test itself, an office visit, urgent care visit, or Emergency Room visit in conjunction with the purposes of testing

United Healthcare

- COVID-19 testing and testing-related visits at Physician Offices, Urgent Care Centers and Emergency Department are covered at 100%
- UHC Teladoc Virtual Visits cost shares for all virtual visits are waived until June 18, 2020

Teladoc

- Support is available 24 hours a day, 7 days a week by phone or video to evaluate your risk, provide support and direction
- Fastest service is through the Teladoc Mobile App available through your smart phone's app store

CVS/Caremark

- CVS Pharmacy will waive charges for home delivery of all prescription medications
- CVS is waiving early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy allowing members to obtain refills early
- The new CARES Act eliminated the ban on over the counter (OTC) drugs not prescribed by a physician. You may now request reimbursement for from your health savings account (HSA) and medical flexible spending account (FSA) for OTC drug costs.