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Valued Customer,

This is to notify you of changes to our telehealth benefit. Effective July 1, 2021 we will reinstate member cost share for non-COVID-19 covered services provided via telehealth including care provided telephonically and via video chat. We are also expanding the types of services eligible for telehealth coverage. Details of these changes are below.

#### **COST SHARE FOR NON-COVID TELEHEALTH SERVICES RESUMES**

As you know, last year in light of pandemic-driven shutdowns, Blue Cross temporarily waived cost share for non-COVID telehealth services to maintain member access to health care and to help prevent infection and illness. As vaccines roll out and states and businesses reopen, this waiver of cost share for non-COVID services will end on July 1, 2021. Standard cost share for non-COVID telehealth services will apply.

We will continue to waive member cost share for COVID-19 related telehealth services. We will also continue to waive member cost share for in-person COVID-19 related services when performed in an outpatient setting. Cost share is waived for inpatient COVID-19 services for both fully insured and ASC accounts that have opted in.

#### **TELEHEALTH BENEFITS EXPANDED**

The coronavirus pandemic illustrated how vitally important telehealth is as a method of providing medical and behavioral health care for patients and caregivers. Hundreds of thousands of our members have successfully received care remotely. Given the growing popularity of telehealth and the benefit it provides, we are expanding the types of care available via telehealth to better meet the needs of our members and help our provider partners better serve their patients.

In line with the Patients First Act signed by Massachusetts Governor Baker effective January 1, 2021, providers can deliver any medically necessary services covered under a member's health plan via telehealth (including telephonic and video chat) when appropriate. Blue Cross had already temporarily allowed this in response to COVID-19, and we are now making it a permanent change. For these expanded

telehealth services, member cost will be the same as if the services were performed in-person.

If you have additional questions, please reach out to your account executive. Thank you for your continued partnership.



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ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).