



## e-Alert

3.16.20

# Coronavirus Information from Blue Cross Blue Shield of Massachusetts

## Background

Blue Cross Blue Shield of Massachusetts has been closely monitoring and responding to the serious challenges posted by the outbreak of coronavirus strain, COVID-19. Blue Cross Blue Shield of Massachusetts assures its members that their priorities remain rock-solid: to ensure uninterrupted access to care for customers and members. This weekend, The Boston Globe released a story on a new Division of Insurance guidance, highlighting Blue Cross' specific plans. The story can be found [here](#).

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## Summary

The steps Blue Cross Blue Shield of Massachusetts is taking are as follows:

- They have a helpline (1-888-372-1970) available for members to ask any questions about benefits, providers, and share other resources related to COVID-19
- They launched [a regularly updated resource center](#), which includes information about safety, tips for employers, FAQs, and videos.
- Effective immediately, Blue Cross plans (excluding Medicare) will remove co-pay, co-insurance, or deductibles for COVID-19 related care provided at doctors' offices, emergency rooms, and urgent care centers.
- They have a pandemic preparedness plans in place to continue to lead and support all our constituents in an emergency.

More information can be found [here](#).

## Employer Next Steps

- HRK encourages all employers to stay informed by visiting the [CDC](#) website.
- If you are a Full-Service or Virtual HR client and have any questions at this time, please [email us](#).

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