



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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