

Independence Blue Cross: We have you covered



During this time of unprecedented change, Independence Blue Cross (Independence) remains committed to our customers, our members, and our community. Here's how we're working to support you and your employees:



Enhanced benefits¹

- Free medically necessary COVID-19 testing for members
- COVID-19 vaccination covered for members as a preventive service⁵
- Expanded Telehealth Services:
 - PCP telemedicine *through members' existing doctors*^{2,3}
 - Telemedicine through MDLIVE as well as Tele dermatology and Telebehavioral Health⁶
 - Specialist telemedicine *through members' current specialists*^{2,3}
 - Virtual visits for physical, occupational, and speech therapy²
- Cost-sharing waived on in-patient COVID-19 treatment



Clinical support

- Nurse hotline available 24/7 at **1-800-ASK-BLUE**
- Proactive clinical outreach for the most vulnerable members



Emotional support

- Telebehavioral health benefits
- Telemedicine coverage for Applied Behavior Analysis/Autism care^{2,4}
- Cognitive Behavioral Therapy online modules through On to Better Health on [ibx.com](https://www.ibx.com)
- Achieve Well-Being online tools at [ibx.com](https://www.ibx.com):
 - Modules for stress reduction and improved sleep
 - Conquer Social Distancing: Personalized programs and challenges to encourage physical activity and emotional balance



Tools and resources

- Landing page dedicated to providing the latest COVID-19 information at [ibx.com/covid-19](https://www.ibx.com/covid-19)
- Listing of COVID-19 testing sites
- Listing of pharmacies with delivery capability
- Online Provider Finder with telehealth indicator for behavioral health providers when you compare behavioral health providers or view their profile information

1. These benefits may vary for some plan members in self-funded group health benefit plans, based on their plan sponsor's benefit decisions.

2. Available through March 31, 2021, for a non-COVID-19 diagnosis at regular member cost share.

3. Available through April 21, 2021, for a COVID-19 diagnosis at no member cost share.

4. Members should verify that their specific ABA/Autism services are eligible for telehealth.

5. Independence will cover and waive member cost-sharing for administration of the COVID-19 vaccine. If a member gets the vaccine from a provider at an office visit that is not considered preventive, then cost-sharing will still apply for the office visit (not the vaccination).

6. Member cost share is waived for all MDLIVE visits for all plan designs until your 2021 renewal. Most small and large group standard plans will continue having no cost share for MDLIVE visits for all diagnosis. Benefits through MDLIVE may vary. Please refer to your benefit booklet to confirm. Member cost share will be waived for a COVID-19 diagnosis until the end of the Public Health Emergency.

Independence 

MDLIVE

