

Statement

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Blue Cross and Blue Shield Companies Announce Full Coverage of Telehealth Services for Members

CHICAGO – Today, Blue Cross Blue Shield Association President and CEO, Scott Serota issued the following statement announcing full coverage of telehealth services for members.

“The safety and security of our members – and of all Americans – remains our paramount priority during these unprecedented times. Today, Blue Cross and Blue Shield (BCBS) companies announced a new policy regarding telehealth services that ensures members have swift access to the care needed to get and stay healthy – at no cost to them.

All 36 independently-operated BCBS companies and the Blue Cross and Blue Shield Federal Employee Program® (FEP®) are expanding coverage for telehealth services for the next 90 days. The expanded coverage includes waiving cost-sharing for telehealth services for fully-insured members and applies to in network providers who are providing appropriate medical services. We are also advocating for physician and health system adoption of social distancing-encouraged capabilities such as video, chat and/or e-visits. This builds on the commitment we previously announced to ensure swift and smooth access to care during the COVID-19 outbreak.”

Steps previously taken by BCBS companies include: covering full costs of medically necessary diagnostic tests related to COVID-19, waiving of prior authorizations for diagnostic tests and covered services for members if diagnosed with COVID-19, increased access to prescription medications, and expanded access to telehealth and nurse/provider hotlines.

* Please check with each local BCBS plan for a full understanding of breadth of services since coverage may vary.

Learn More:

For more information, please visit [BCBS.com](https://www.bcbs.com) or the [CDC coronavirus homepage](https://www.cdc.gov/coronavirus).

About Blue Cross Blue Shield Association

The Blue Cross and Blue Shield Association is a national federation of 36 independent, community-based and locally operated Blue Cross and Blue Shield companies that collectively provide health care coverage for one in three Americans. BCBSA provides health care insights through [The Health of America Report](#) series and the national BCBS Health Index. For more information on BCBSA and its member companies, please visit [bcbs.com](https://www.bcbs.com). We also encourage you to connect with us on [Facebook](#), check out our videos on [YouTube](#), follow us on [Twitter](#) and check out our [blog](#).