



**BlueCross BlueShield
of Oklahoma**

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FOR IMMEDIATE RELEASE

Blue Cross and Blue Shield of Oklahoma Temporarily Eliminating Telemedicine Copays

Additional service includes securing early medication refills during COVID-19 outbreak

TULSA, Oklahoma, March 19, 2020 – [Blue Cross and Blue Shield of Oklahoma](#) (BCBSOK), today announced it will temporarily lift cost-sharing for medically necessary medical and behavioral health services delivered via telemedicine in response to the COVID-19 public health emergency.

This applies to all members who are insured by BCBSOK and includes telemedicine services retroactive to March 15, 2020.

“First and foremost, we want to make sure our members get the care they need,” said Joseph Cunningham, M.D., plan president for Blue Cross and Blue Shield of Oklahoma. “Waiving in-network copays for telemedicine will allow our members to consult a qualified health care provider while avoiding unnecessary visits to clinics, hospitals and emergency rooms.”

Benefits may be different for members covered under certain employer self-funded health plans depending on the decisions their employer makes about telemedicine.

Between now and April 30, BCBSOK will continue to consider whether to extend the timeframe of this temporary cost-sharing change.

There are two ways eligible, fully insured members can access these telemedicine benefits at no cost share:

- Contact a BCBSOK in-network provider who offers the service through two-way, live interactive telephone and/or digital video consultations.
- Via the Virtual Visits benefit.* Provided by BCBSOK and powered by MDLIVE, the doctor is in 24/7/365. Members can consult a board-certified doctor licensed in Oklahoma for non-emergency situations by phone, mobile app or online video. Virtual Visits doctors can send e-prescriptions to a local pharmacy.

Members can pick the easiest option to activate their MDLIVE account:

- Call MDLIVE at 1-888-976-4081
- Visit MDLIVE.com/BCBSOK

- Text BCBSOK to 635-483
- Download the MDLIVE app

BCBSOK also continues to work with the Oklahoma Insurance Department to monitor outbreak information, treatment guidance, drug supply and pharmacy availability for our membership.

Members may receive an additional supply of maintenance medication by requesting an early refill from the pharmacy. Additionally, BCBSOK pharmacy benefits generally include a 90-day fill benefit at a retail pharmacy or home delivery (by mail). Members can contact our customer service representatives by calling the number on the back of their membership card, or pharmacies can contact Prime Therapeutics (Prime) directly to access these overrides or inquire about the availability of a 90-day benefit.

Regarding treatment for COVID-19, BCBSOK plans cover medically necessary health benefits, including physician services, hospitalization and emergency services consistent with the terms of member benefits. BCBSOK will not require preauthorization and will not apply members' co-pays or deductibles for testing to diagnose COVID-19 when medically necessary and consistent with CDC guidelines.

Any patient experiencing illness should contact their doctor. BCBSOK members who have questions about their coverage should call the number on their member ID card.

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About Blue Cross and Blue Shield of Oklahoma

For 80 years, Blue Cross and Blue Shield of Oklahoma has been committed to meeting the health care financing needs of Oklahomans. As the state's oldest and largest private health insurer, Blue Cross and Blue Shield of Oklahoma provides health care benefit plans for more than 830,000 Oklahomans. For more information, visit bcbsok.com. Blue Cross and Blue Shield of Oklahoma is a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

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*Virtual Visits and telehealth services may not be available for all plans. Virtual Visits and telehealth services are subject to the terms and conditions of your benefit plan, including, but not limited to, benefits, limitations, and exclusions. Non-emergency medical service in Montana and New Mexico is limited to interactive online video. Non-emergency medical service in Arkansas and Idaho is limited to interactive online video for initial consultation. Other State law limitations may also apply.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of [XX]. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE operates subject to state laws and regulations and may not be available in certain states. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.