



July 28, 2020

## Coronavirus (COVID-19) Information

### Updates on Blue Rewards, CareFirst Video Visit and Provider-Sponsored Telemedicine

As first announced on April 3, 2020, in response to social distancing and stay-at-home orders resulting from the COVID-19 pandemic, CareFirst extended the time period to complete the Blue Rewards health screening activity. Members with effective dates from November 1, 2019 through July 31, 2020 were granted an additional 90 days to complete their health screenings. We also communicated that we were waiving member cost share for CareFirst Video Visit and provider-sponsored telehealth visits.

Now that primary care provider offices have reopened for in-person visits, we want to communicate the following updates:

- The Blue Rewards health screening activity timeframe will not be extended to members with effective dates after August 1, 2020.
- Effective July 25, CareFirst will no longer waive member cost share\* for CareFirst Video Visit and provider-sponsored telehealth visits (except for the diagnosis or treatment\* of COVID-19). Members will be responsible for their normal cost share associated with CareFirst Video Visit and provider telehealth visits. This change may or may not apply to our self-insured or CFA customers.

\*This change may or may not apply to our self-insured or CFA customers.

### FAQ

**Q: How can a member check their timeframe to complete the Blue Rewards health screening?**

A: Members can confirm their health screening timeframe by logging in to their Sharecare account at [carefirst.com/sharecare](https://carefirst.com/sharecare). Once logged in, they should select **Achieve**, then **Rewards**, then **Blue Rewards Incentive Program** and check the last day to complete the health screening.

**Q: Do members have any other options besides a PCP visit for completing the Blue Rewards health screening?**

A: Yes, members can schedule an appointment with a nearby CVS MinuteClinic for their health screening. Once they log in to their Sharecare account, they should select **Achieve**, then **Rewards**, then choose **Blue Rewards Incentive Program**. From there they can select **Complete a Health Screening** and **View Screening Options** and follow the screen prompts for selecting the CVS MinuteClinic option. They will need to print the CVS health screening form from their phone or email it to themselves to print from their computer.

**Q: Can members still schedule telehealth visits with their providers or CareFirst Video Visit if they do not want to visit them in person?**

A: Yes, members can still take advantage of these services. Effective July 25, 2020, they will be responsible for their normal cost share for telehealth and CareFirst Video Visits. (This change may or may not apply to our self-insured or CFA customers.)