

May 2020 Newsletter

Health/ Insurance – Joe Polce

Medical Copay Update from Care First

In an effort to assist members' access medical care for COVID-19 and all medical concerns, FCPS is partnering with Care First to offer enhanced benefits. Please take advantage of these online and telephone options.

CareFirst Video Visits: No copays will be charged for any Care First Video Visit. This includes all categories of visits available on the site (behavioral health, lactation support, nutrition counseling and urgent care services) Access the Care First visit site at <https://www.carefirstvideovisit.com/landing.htm>.

Telephone Consultations: No copays will be billed for telephone consultations with **in-network Care First** primary care physicians, OB/GYN physicians, nurse practitioners. Out-of- Network providers will be paid at a 100% of the in-network allowable rate, but members may be balanced billed by these providers.

If you are searching for an in-network provider call 1-866-386-2043 or visit www.carefirst.com/frederick.

Not sure what care you need? Call the Care First free 24-hour nurse advice line: 1-800-535-9700.

COVID-19 Treatment: All copays and deductibles will be waived for care and testing related to COVID-19 for in-network Care First providers; out of network providers will be paid at 100% of the in-network allowable rate, but members may be balanced billed by these providers.

Clarification:

As all Medicare eligible members do not pay co-pays, this information would benefit the non- Medicare members. The Medicare members do have access to the telephone consultations which is a new benefit that I took advantage of. I also signed up for the video visit by going to the web site mentioned above but have not used the benefit. Medicare members have not been eligible in the past due to the required co-pays.

I urge all members to take advantage of the updates. Please follow all the guidelines for staying safe and most of all protect yourself.