ERS COVID-19 Frequently Asked Questions

The Employees Retirement System of Texas (ERS) is working with Blue Cross and Blue Shield of Texas (BCBSTX), state leadership and other state agencies to closely monitor the impact of COVID-19 (coronavirus). In order to help our participants and providers during this difficult time, we have made changes to the HealthSelectSM plans to provide more coverage for certain benefits, as well as expand access to virtual treatment options for COVID-19. There may be more changes made to your health plan in the future to help with benefits coverage, financial burden, safety and efficiency of providing care.

Please note: because this situation is changing quickly, changes to the HealthSelect plan can occur at any time, and this document will be updated to reflect any changes. To view the most current information,

Virtual Visits during COVID:

For COVID-19 related care, both medical and mental health Virtual Visits will be covered at no cost for all HealthSelect participants, including Consumer Directed HealthSelectSM, until the end of the public health emergency. For more COVID-19 information, visit the COVID-19 and your HealthSelect Plan page at www.healthselectoftexas.com.

Until the end of March, Virtual Visits not related to COVID-19 are covered at no cost for all HealthSelect participants, including Consumer Directed HealthSelect. Beginning April 1, HealthSelect of Texas® and HealthSelectSM Out-of-State participants pay a $25 copay for mental health Virtual Visits but have no cost for medical Virtual Visits. Consumer Directed HealthSelect participants will pay their regular deductible and coinsurance for medical and mental health Virtual Visits.

please access this document using the link provided instead of saving a copy of it.

Is the COVID-19 vaccine covered under my health plan? How much will it cost?

All HealthSelect of Texas medical plans, including Consumer Directed HealthSelect, will cover the COVID-19 vaccine at no cost to you.

When should I get the COVID-19 vaccine?

Federal and state health officials are working with the medical community to distribute COVID-19 vaccines beginning with front line health care workers, residents of long-term care facilities, people over the age of 65 and people with medical conditions that put them at a greater risk of severe disease or death. Check the Texas Department of State Health Services COVID-19 page for information about when you might be eligible for the vaccine. Your doctor or pharmacist can also answer questions about the COVID-19 vaccine and when you should get it.

Blue Cross and Blue Shield of Texas is the third-party administrator for HealthSelect of Texas ® and Consumer Directed HealthSelectSM.
Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association
**Where should I get the COVID-19 vaccine?**

HealthSelect participants can get the vaccine at their doctor’s office, pharmacy and other locations. Call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 (TTY:711) Monday-Friday 7 a.m.-7 p.m. and Saturday 7 a.m.-3 p.m. CT to help locate an in-network health care provider near you. You can also find a vaccine provider by visiting the [Texas COVID-19 Vaccine Provider Locations map](#) or calling 2-1-1 in Texas.

Before making an appointment or heading to a pharmacy, you should visit the provider’s website or call to ask about vaccine availability. **Remember, there’s a limited supply of vaccines.**

**What should I bring with me to get my vaccine?**

You should bring both your HealthSelect medical ID card and your Prescription Drug Plan card to your vaccine appointment. You may also be required to show your government issued ID card or drivers’ license.

**Where can I find more information about COVID-19 vaccines?**

More information about COVID-19 vaccines is available from the [Texas Department of State Health Services](#) and the [Centers for Disease Control and Prevention](#).

**What options for care do participants have during this time?**

**COVID-related care:**

- Virtual Visits providers can triage symptoms and direct you on what next steps to take, although a Virtual Visit doctor may not be able to order coronavirus testing at this time. HealthSelect participants (including Consumer Directed HealthSelect participants) have access to COVID-related medical and mental health Virtual Visits through [Doctor On Demand](#) and [MDLIVE](#) at no cost throughout the public health emergency.

- A participant’s primary care provider (PCP) or specialist may be able to provide services via telemedicine/telehealth platforms. Throughout the public health emergency, COVID-related in-network telemedicine services are covered at no cost to a participant for covered services. Participants should contact their providers’ office(s) to ask if this service is available.

**Non-COVID-related care:**

- For non-COVID related covered services, Virtual Visits (through Doctor on Demand and MDLIVE) and telehealth services from in-network providers are covered at no cost to HealthSelect participants (including Consumer Directed HealthSelect). This is expected to continue through March 31, 2021; however, this situation is changing quickly, so for that reason, ERS and BCBSTX will continue to monitor the situation and will provide updates as they become available.

**What if my provider(s) charge me at time of service for a copay, coinsurance or deductible amount?**

BCBSTX is processing your claims based on the changes made due to COVID-19. If your provider(s) requires payment at time of service, you may have to request a refund from your provider(s) after your claim is processed.
What has recently changed with HealthSelect of Texas® plans due to COVID-19?

- **COVID-19 Lab Testing:**
  - As of March 6, 2020, in-network lab testing for COVID-19 is available at no cost to HealthSelect of Texas, HealthSelect Out-of-State and HealthSelect Secondary participants. As of March 11, 2020, this also applies to Consumer Directed HealthSelect participants. As of April 23, 2020, out-of-network lab testing for COVID-19 is also available at no cost for all plan participants. This covers out-of-network COVID-19 lab testing claims received on or after March 18, 2020. Note: tests required as condition for employment (including Workers’ Compensation) and other tests that are not appropriate, medically necessary or approved under the public health emergency are not covered. If you have questions about whether or not you should be tested, please speak to your provider. Learn how you can avoid extra COVID-19 testing charges.
  - **Serology Testing (Anti-body test):** Not all tests may be covered by your plan. It is important to talk to your provider regarding what tests are covered under the public health emergency-use authorization and/or approved by the Federal Drug Administration (FDA).

- **Prior authorization** will be waived when your provider is unable to obtain an inter-facility transfer to a lower level of care between April 6, 2020 and February 28, 2021. This accelerates and simplifies the transfer and discharge of patients from acute level facilities to the safest, clinically appropriate lower level setting of care (e.g., Long Term Acute Care Hospitals, Skilled Nursing Facilities, and others). Providers will continue to need authorization for the actual lower level of care. Note: this situation is changing quickly, so for that reason, ERS and BCBSTX will continue to monitor the situation and will provide updates as they become available.

What phone number should providers use for prior authorization requests or for questions regarding prior authorizations?

Health care providers should call the BCBSTX prior authorization number at **(800) 344-2354** for questions regarding a prior authorization request. This number is listed on HealthSelect medical ID cards.

What should participants do if they have a prior authorization for an elective procedure or other service that has been cancelled due to the COVID-19 pandemic?

BCBSTX will honor all prior authorizations on **non-emergency/elective surgeries, procedures, therapies and home visits** approved or scheduled between Jan. 1 and June 30, 2020.

- These prior authorizations are approved through Dec. 31, 2020, so approved procedures can be rescheduled before Dec. 31, 2020.
- Therapy sessions and home visits authorized for a specific number of visits between Jan. 1 and June 30, 2020 will have the same number of visits available through the end of the year.

Who should participants or providers call with additional benefit questions?

Participants may call a BCBSTX Personal Health Assistant toll-free at **(800) 252-8039 Monday-Friday** 7 a.m. - 7 p.m. and Saturday 7 a.m. - 3 p.m., CT. Providers should call the provider services at **(800) 451-0287**.
What other resources are available?

Visit healthselect.bcbtx.com/content/medical-benefits/corona-virus for a list of resources related to coronavirus and COVID-19.