

BENEFIT PLAN CHANGES

In response to the COVID-19 Pandemic, the following changes have been made to your plan and are in effect as stated*:

TELEHEALTH

From March 11, 2020 through June 12, 2020 you have access to and coverage for all BlueCare Anywhere telehealth services with no cost-share.

TELEMEDICINE

From March 11, 2020 through June 12, 2020 you have coverage for telemedicine services with no cost share.

COVID-19 TESTING

From March 11, 2020 until the termination of any applicable government order requiring such coverage, you have coverage for medically appropriate COVID-19 testing and testing related services with no cost share.

COVID-19 TREATMENT

You have coverage for medically appropriate COVID-19 treatment with no cost share for services provided by in-network providers on or before May 31, 2020. Applicable deductible and cost shares apply to services provided by out-of-network providers.

*Effective dates of coverage may be extended at Blue Cross and Blue Shield of Arizona's sole discretion.

Federal and state statutes and regulations may require additional changes to this benefit plan. BCBSAZ will advise employer groups and members of any additional changes to this benefit plan required by applicable federal and state law.

Blue Cross Blue Shield of Arizona (BCBSAZ) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BCBSAZ provides appropriate free aids and services, such as qualified interpreters and written information in other formats, to people with disabilities to communicate effectively with us. BCBSAZ also provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, call (602) 864-4884 for Spanish and (877) 475-4799 for all other languages and other aids and services.

If you believe that BCBSAZ has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: BCBSAZ's Civil Rights Coordinator, Attn: Civil Rights Coordinator, Blue Cross Blue Shield of Arizona, P.O. Box 13466, Phoenix, AZ 85002-3466, (602) 864-2288, TTY/TDD (602) 864-4823, crc@azblue.com. You can file a grievance in person or by mail or email. If you need help filing a grievance BCBSAZ's Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

