



VEHI / BCBSVT COVID-19 Update

VEHI Waiving Out-of-Pocket Costs for In-Patient COVID-19 Care

VEHI, in partnership with Blue Cross and Blue Shield of Vermont (BCBSVT), is waiving all out-of-pocket costs for members who need **in-patient treatment** for COVID-19. This benefit, effective retroactively to **March 13, 2020**, will remain in force until further notice.

This latest action is consistent with other measures taken by VEHI, in lockstep with BCBSVT, to support school districts and school employees, health care providers, and our communities during the ongoing pandemic. They include:

- Waiving out-of-pocket costs for COVID-19 testing, associated visits, and treatment.
- Waiving out-of-pocket costs for Urgent Care services from providers with Amwell, BCBSVT's telemedicine vendor.
- Significantly expanding telemedicine options and telephone-only access to local Vermont health care providers, to ensure safe access to necessary care and mental health support services for both members and providers.
- Extending dependency coverage for young adults turning 26 during the stay-at-home order.
- Allowing flexibility for pharmacists to refill essential prescription medications and promoting information about prescription delivery options from our local pharmacies.
- Communicating BCBSVT's decision to offer a COVID-19 special enrollment period for the uninsured to get qualified health care coverage through Vermont Health Connect, or directly through BCBSVT.

In these unprecedented times, VEHI and BCBSVT remain committed to the health and well-being of all Vermonters. Please visit [BCBSVT's Coronavirus updates page](#) for helpful tips and resources.

Central Office Staff: Help your employees stay connected!

VEHI and BCBSVT are here to help Vermonters access the care they need. Now, more than ever, it's important for employees to be registered with **BCBSVT's Member Resource Center**, as BCBSVT has temporarily suspended its mailroom services from the physical building.

If you haven't already done so, please ask your employees to register for BCBSVT's Member Resource Center (MRC) at www.bcbsvt.com/member.

Below is a communication for you to send to your employees with a link to register and information about what's available on the MRC. This is the best way for them to receive important information from BCBSVT, including how to send secure emails, sign up for electronic Summary of Health Plan Payments, find a network provider, view claims and even print their contract documents.

If your employees have any questions on how to register for BCBSVT's MRC or how to send BCBSVT electronic documentation, please have them call BCBSVT's customer service team at (800) 344-6690. They will find a solution so you, and your employees get the care you need.

See below for information to send to your employees.

Template language to send to your employees:

Subject line: COVID-19: Register for BCBSVT's Member Resource Center

Now, more than ever, it's important to register for **BCBSVT's Member Resource Center (MRC)**, because BCBSVT has temporarily suspended several of its mailroom services.

Go to www.bcbsvt.com/member and select Member Resource Center. To register, you'll need your member ID, which is located on your BCBSVT member ID card. Registering only takes 3-5 minutes.

Please note: If you have **children 12 or older**, they will also need to create an account. Once they have set up their own account, they can set permissions and give you access to their information.

Member Resource Center Features

BCBSVT's Member Resource Center is a self-service tool that provides you with 24/7 access to:

- Sign-up procedure for electronic Summary of Health Plan Payments (formerly your Explanation of Benefits)
- Secure email
- A full list of network providers
- Your personal benefit information
- Your claims status
- A print-friendly, temporary proof of coverage
- Benefit limits and actual year-to-date spending

Questions?

If you have any questions about how to send BCBSVT electronic documentation—or about anything else—don't hesitate to call their customer service team at (800) 344-6690. You can also send BCBSVT an inquiry via their [customer service inbox](#). They will find a solution, so you get the care you need.

This email was sent to Business Officials, Human Resources, Other Health Plan Employer Contacts and Local Union Officials.

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