

---

----- Forwarded message -----

From: **Benefits Info** <[Benefits.Info@tn.gov](mailto:Benefits.Info@tn.gov)>

Date: Fri, Mar 27, 2020 at 8:55 AM

Subject: Important Message from Benefits Administration | LG

To: Benefits Info <[Benefits.Info@tn.gov](mailto:Benefits.Info@tn.gov)>

---

### **COVID-19 Benefits Announcement**

In addition to sharing this information with all ABCs, we will also share this announcement with all plan members and retirees for whom we have an email address in Edison.

We continue to provide the latest information in our coronavirus COVID-19 resource document on the [ParTNers for Health homepage](#), found by clicking the **gold band** across the top - **Coronavirus Benefits Information from Partners for Health**.

On March 26, the State, Local Education and Local Government Insurance Committees made additional temporary updates to our State Group Health Insurance Program benefits in response to the COVID-19 Coronavirus.

From March 17 – May 31, 2020:

- Benefits Administration will waive member cost-sharing for all Telehealth visits conducted through our carrier-sponsored medical Telehealth programs (BlueCross BlueShield: PhysicianNow

and Cigna: MDLive/AmWell) from March 17, 2020, through May 31, 2020, **regardless of the reason for the visit.**

- For members in The Tennessee Plan UMR/POMCO (Supplemental Medical Insurance for Retirees with Medicare): Benefits Administration will pay any Part B deductible expenses (up to \$198) incurred by members through May 31, 2020, for Telehealth visits related to COVID-19 when the provider chooses not to waive member cost-sharing. Refer any questions to UMR/POMCO - 888.477.9307, Monday - Friday, 7-5 CT [umr.com/thetennesseeplaninfo](http://umr.com/thetennesseeplaninfo).

COVID-19 benefits are in place. You will be provided with updates when information changes. To recap COVID-19 benefits information for plan members:

- Members won't pay for Telehealth visits from March 17 – May 31, 2020, through carrier-sponsored Telehealth programs, (Cigna: MDLive/AmWell and BCBS: PhysicianNow) **even if the visit is for something other than COVID-19.**
- For members in The Tennessee Plan UMR/POMCO (Supplemental Medical Insurance for Retirees with Medicare), up to \$198 will be paid toward Telehealth visits related to COVID-19 that occur through May 31, 2020, when the provider chooses not to waive member cost-sharing.
- Members have no copayment, no deductible, and no coinsurance for COVID-19 in-network testing and in-network outpatient visits associated with testing.
- Members won't pay for in-network visits to provider's offices, urgent care facilities, convenience clinics, or emergency rooms that lead to a COVID-19 test.
- Members won't pay for in-network visits to provider's offices, urgent care facilities, convenience clinics, or emergency rooms if a COVID-19 test is performed during the visit, even if they receive other services during the same visit.
- Benefits waivers described above do **not** apply to monthly coverage premiums or any COVID-19 treatment that follows outpatient testing and associated visits that lead to testing.
- Members who believe they have been charged costs that should be waived should call their insurance carrier at the number on the back of their insurance card and ask for help.

