FirstCare Health Plans – Here With You Through COVID-19

July 1, 2020

FirstCare Health Plans and Baylor Scott & White Health are actively monitoring COVID-19 developments and are working together to ensure members get the care and coverage they need, when they need it most. You can expect claims processing, customer service by phone and member portal, and other operations to continue as usual.

To protect our members and also our health plan employees, we are temporarily suspending in-person visits to our health plan. We hope to welcome you back to our offices very soon.

We have more information on COVID-19 and how to keep your loved ones safe at BSWHealth.com.

BENEFIT UPDATES

The following updates apply to TRS members:

Expanded Telehealth Coverage and COVID-19 Testing and Treatment

Effective March 6, 2020, and until further notice, FirstCare Health Plans is waiving all member cost-sharing for care related to COVID-19, which includes testing, telehealth services, outpatient office visits, and inpatient hospital stays.

All telehealth medical care is also covered at a $0 copayment, whether the service is provided through the member's in-network physician, or through MDLIVE (more information provided below).

Prescription Drug Refills and Rx Prior Authorizations

In conjunction with our pharmacy benefit manager, FirstCare Health Plans is amending its prescription drug policies to ensure an uninterrupted supply of medication during the COVID-19 threat.

- **Early Refills.** You may obtain an early refill of your prescription medications if you have refills remaining on file at a participating retail or mail-order pharmacy. The refill obtained will stay consistent with the standard days' supply previously filled as allowed by your plan (e.g., 30- or 90-day supply).

- **Extended Authorizations.** We are extending prescription drug approvals (prior authorizations) for most medications for an additional 90 days, for commercial* members whose authorizations expire on or before September 30, 2020.

Commercial plans subject to Texas Department of Insurance requirements

WHAT TO DO IF YOU'RE SICK

If you feel sick with fever, cough, or have difficulty breathing and have traveled to high-risk locations or were in close contact with someone with COVID-19 in the 14 days before you began to feel sick, seek medical care.

Option 1:   **Stay home and visit a doctor virtually, 24/7.**

FirstCare Health Plans has teamed up with MDLIVE to provide access to board-certified doctors 24 hours a day, seven days a week.

To visit with a doctor:

- Log on to the FirstCare self-service portal and click on the "Virtual Care" option;
- Download the MDLIVE mobile app; or
- Call and speak to an MDLIVE representative at 1-800-718-5082

After your visit, prescriptions (if needed) will be sent immediately to your preferred pharmacy.

Option 2:   Find a doctor, **clinic or hospital near you.**

When you schedule your visit, share your concerns about your COVID-19 symptoms or exposure. Your doctor's office, clinic or hospital will have instructions for your visit.

Option 3:   If you are experiencing a medical emergency, call 911. Notify the operator if you have COVID-19 or need to be seen for COVID-19 symptoms. If available, put on a face mask before the ambulance arrives.

WE'RE HERE TO HELP

FirstCare Health Plans is dedicated to providing ongoing access to quality healthcare services for members impacted by public health emergencies. We

will follow federal and state guidance while working with hospitals, drug stores and other providers to ensure our members get the care and medications they need.

Helpful Tips & Phone Numbers

- For emergencies, call 9-1-1 or go directly to the nearest hospital
- For non-emergencies, call Customer Service to find a doctor or health care professional in your network
- *FirstCare Virtual Care—powered by MDLIVE*: 1-800-718-5082
- Nurse24™: 1-855-828-1013
- Member Portal: my.FirstCare.com
- Customer Service: Contact us