

**The health and well-being of our members is a top priority for HMSA. As we continue to monitor the COVID-19 outbreak, we’re working with local, state, and federal governments to make sure our members have the information and access to care that they need.**

**COVID-19 Coverage Changes**

As a member of the national Blue Cross and Blue Shield Association (BCBSA), HMSA has made a commitment to waive prior authorizations and increase coverage for services related to COVID-19. We will also increase access to prescription drugs and enhance telehealth and other clinical support systems.

The following updates are effective immediately and will remain in effect until further notice:

* **Tests for COVID-19**: HMSA will cover medically necessary diagnostic tests that are consistent with CDC guidance related to COVID-19 at no cost share to members.
* **Treatment for COVID-19**: If a diagnostic test confirms that a member has COVID-19, HMSA will cover all treatment and services, including hospitalization, subject to standard plan benefits.
* **Prior authorization**: HMSA will waive prior authorization for diagnostic tests and covered services that are medically necessary and consistent with CDC guidance for members diagnosed with COVID-19.
* **Prescription medications**: HMSA will allow early refills of maintenance medications for members on all islands. Members can get a 30-day refill for maintenance medications early as long as they have refills available on their prescription. Members may also want to consider using mail order for a 90-day supply for maintenance medications, according to their specific plan benefits.

- **Note**: Some drugs are not eligible for an extended day supply, including opioids and specialty drugs.

- For help with prescription refills, members can call the CVS Caremark® Customer Care line for approval at one of these toll-free phone numbers:

1 (855) 479-3659 for Medicare Part D members.

1 (855) 479-3656 for HMSA QUEST Integration members.

1 (855) 298-2491 for all other HMSA members (people who get their health insurance from their employer or buy it on their own).

**Telehealth**: HMSA will expand access to telehealth services. HMSA’s Online Care® is available to everyone in Hawaii. HMSA members pay little or nothing for online visits. Register and download HMSA’s Online Care app on a smartphone or other mobile device or visit [hmsaonlinecare.com](https://protect-us.mimecast.com/s/YgaYC73Yg2urVOs85TR5) from a computer.

For more information, visit:

HMSA - [https://hmsa.com/](https://protect-us.mimecast.com/s/0iTIC0REWPhngRcW1ldl)

Member Page - [https://hmsa.com/help-center/coronavirus-update/](https://protect-us.mimecast.com/s/a1DGCjR5zNhzG7Inf18E)

[https://hmsa.com/help-center/telehealth-resources-hotlines/](https://protect-us.mimecast.com/s/mwz4C82Wj0hmP7C14trv)

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[www.hmsa.com/well-being/online-care](https://protect-us.mimecast.com/s/JcDuC9rGkPTJN5T37hZV)