

# Coronavirus: How we're responding to COVID-19

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## Expanded Access to Coronavirus Care

Blue Cross and Blue Shield of Kansas (BCBSKS) is very concerned of the health and well-being of our members and all Kansans. We are closely monitoring the coronavirus (recently named COVID-19) outbreak and are working to ensure that our members receive the services they need by increasing coverage for COVID-19.

In alignment with the 35 other independent and locally-operated Blue Cross and Blue Shield companies, BCBSKS will cover the cost of diagnostic testing for COVID-19, increase access to prescription drugs, enhanced telehealth and other clinical support systems. BCBSKS is making these changes to ensure our members can swiftly access the care they need during this outbreak. We are working closely with the Kansas Department of Health and Environment (KDHE) to remain in alignment with activities at the state level.

The full details of this coverage commitment include:

1. **BCBSKS will cover the cost of tests to check for the COVID-19 virus at no cost to the member.** Testing will be medically necessary and follow CDC guidance as part of the Public Health Service response.
2. **BCBSKS will allow members to refill prescription medications before they are due to be refilled.** Early medication refill limits will be waived. Members are also encouraged to use their 90-day mail-in benefit. In cases of drug shortages or access issues, BCBSKS will work to get an equivalent medication at no additional costs to the member.
3. **BCBSKS will promote access to telehealth.**  
Given the nature of the COVID-19 outbreak, seeking in-person medical care may lead to further spreading of the virus. BCBSKS will encourage the use of telehealth/virtual care.
4. **BCBSKS will make dedicated clinical staff available to address questions related to medical services, ensuring timely responses related to COVID-19.**

The comprehensive steps taken by the BCBS companies mean that millions of Americans nationwide will have easier access to a range of medical services they may need should they become ill with COVID-19. The announcement mirrors the ongoing efforts of individual BCBS companies that remain committed to ensuring the better health of those in their local communities.

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## What you can do to protect yourself

Protect yourself and your community from getting and spreading respiratory illnesses like coronavirus disease 2019. Everyone has a role to play in getting ready and staying healthy.

- Frequently wash hands with soap and water for at least 20 seconds
- Cover coughs and sneezes
- Try not to touch eyes, nose, or mouth – if you do, wash your hands after
- Clean frequently touched surfaces

- Limit contact with people who are sick
  - Avoid shaking hands
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## What to do if you have symptoms

If you feel you may have symptoms of the virus (cough, fever, shortness of breath), you should first restrict activities outside of your home, including work. ***Call before you go!*** Before seeking treatment at your physician's office or hospital, please call and share your symptoms and why you think you may be infected. They have specific procedures put in place for you to follow to limit the spread within their facilities.

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## Keep calm

BCBSKS takes the health of our members very seriously, and we want you to stay safe. While we know information is constantly changing and can seem a little scary, it is important to not panic. The [CDC website](#) is a great resource to get accurate updates about what is taking place nationally. BCBSKS is also working with the [Kansas Department of Health and Environment \(KDHE\)](#) to stay up to date with what is happening in our state. If you have questions or need help understanding what is covered, please call our customer service department.

**800-432-3990** (toll-free)

**785-291-4180** (in Topeka)

**800-766-3777** (for hearing impaired customers)

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## Additional resources

[CDC what you need to know about the coronavirus disease 2019 \(COVID-19\)](#)

[CDC what to do if you are sick with coronavirus disease 2019 \(COVID-19\)](#)

[CDC symptoms of coronavirus disease 2019 \(COVID-19\)](#)