

COVID-19: Updates to Your BCBSTX Medicaid and CHIP Benefits

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Access to Care

Will my Medicaid benefits and services change during the disaster period?

If you are a STAR or STAR Kids member, you will receive the same level of services you were getting before the public health emergency.

Will my current prior authorizations expire?

No, all existing prior authorizations from March 1, 2020 to November 30, 2020 are being extended 90 days, at the direction of the Texas Health and Human Services Commission (HHSC).

What if my Medicaid benefits are set to expire at the end of the month?

If you are a STAR or STAR Kids member, your Medicaid benefits will automatically renew each month until the end of the public health emergency period.

COVID-19 Testing

Where do I get tested for COVID-19?

Common symptoms for COVID-19 (also known as coronavirus) include fever, cough and shortness of breath. If you have these symptoms, call your doctor right away. If your doctor offers telemedicine services, you may be able to schedule a virtual visit. See the Telehealth and Telemedicine section below for more information. Your doctor will help make the decision if you should get tested for COVID-19. If your doctor thinks you should be tested, he or she can help you find a testing location.

During the emergency period, CHIP members will not pay a copayment for medical office visits, even if it is not related to COVID-19.

Will I have to pay to get tested for COVID-19?

No. All tests for COVID-19 are covered for BCBSTX Medicaid and CHIP members. CHIP members will not be charged a copayment for COVID-19 testing when medically necessary and consistent with Centers for Disease Control and Prevention guidance. You do not need pre-approval (prior authorization) to be tested for COVID-19.

What if I test positive for COVID-19?

If you are diagnosed with COVID-19, we want to help you get access to the care you need.


- All inpatient and outpatient medically-necessary care for COVID-19 will be covered.
- We can deliver any medications you need to your home.
- We will deliver food to your home to make sure you can focus on getting better.

Medications

What if I need to get my medication before the refill is due?

If you need to get your medication refilled early, talk to your pharmacist.

Can I get more than a 30-day supply of my medications?

If you need to get a 90-day supply of your maintenance medications, talk to your pharmacist or use BCBSTX's mail order program. With AllianceRx Walgreens+PRIME home delivery pharmacy service, you can get up to a 90-day supply of your regular or long-term medicine mailed at one time, straight to your home. Read the [Home Delivery Pharmacy brochure](#)  for more information.

Resolving a Problem with BCBSTX

What are the timeframes for filing an appeal during the emergency period?

HHSC has extended the timeframe you have to request an appeal with BCBSTX to 90 calendar days from the date of the letter mailed to you that explains the reason for your denial of coverage for a medical service. During this time, BCBSTX will accept oral requests for an appeal. You do not need to provide a written request for the appeal after the oral request is made.

BCBSTX will send you a ruling on your appeal within 30 calendar days.

What are the timeframes for STAR and STAR Kids members to request a Fair Hearing during the emergency period?

If you are a STAR or STAR Kids member and you do not agree with BCBSTX's decision on your appeal, you have the right to ask for a State fair hearing from the Health and Human Services Commission (HHSC). The BCBSTX appeals process must be completed before a fair hearing can be filed unless BCBSTX does not make a decision on your appeal within the required timeframe of 60 calendar days. You or your representative must ask for a State fair hearing within 150 calendar days from the date on the appeal decision letter. If you do not ask for the fair hearing within 150 calendar days after the date of the notice of resolution of the appeal, you might lose your rights to a fair hearing.

HHSC will give you a final decision within 120 calendar days from the date you asked for the fair hearing.

BCBSTX Resources

What if I have a health-related question that isn't an emergency?

If you have a health problem that is not an emergency, you can call the 24 Hour Nurse Advice Line. It's available 24 hours a day, 7 days a week. The phone number is on the back of your BCBSTX member ID card.

What if I need help with social services such as food, utilities and housing?

If you need help with anything else, our Member Outreach team is here to help you. If you live in the Travis Service Area call us toll-free **1-877-375-9097** (TTY **7-1-1**). If you live in Central Service area call us toll-free at **1-855-497-0857** (TTYL 7-1-1). We can help connect you to community support services.

Service Coordination (STAR Kids members)

How will my Screening & Assessment Instrument (SAI) be completed during COVID-19?

There will be no face-to-face service coordination visits at this time. STAR Kids members that are not in the Medically Dependent Children Program (MDCP) will have their SAIs done through the telephone or through telehealth.

Telemedicine and Telehealth:

What is the difference between telemedicine and telehealth?

Telemedicine: Health care services from a licensed doctor, or a health professional acting under the supervision of a doctor. Telemedicine services may be offered through telecommunications or information technology.

Telehealth: Health care service given by a health professional that is licensed, certified, or otherwise entitled to practice in Texas (other than a licensed doctor or a health professional acting under the supervision of a doctor). Telehealth services may be offered through telecommunications or information technology.

CHIP members will not have to pay copayments for covered services delivered through telemedicine or telehealth.

How do I find a provider that offers telemedicine or telehealth?

Call your provider to find out if they offer telehealth or telemedicine services. Many BCBSTX Federally Qualified Health Centers (FQHCs) offer telehealth and telemedicine services. [You can use the BCBSTX Provider Finder to locate an FQHC in your area.](#)