

Agent Alert



March 13, 2020

COVID-19 response information for members

We are closely monitoring the spread of the novel coronavirus and the disease it causes, COVID-19, to determine how it affects our members, partners and communities. Our members are asking good questions about medication refills and access to their medications, and our response plan is summarized below.

Early refills

All members in any U.S. state or territory now have access to early refills up to the maximum extended-day supply (90-day non-specialty, 30-day specialty). Pharmacies across the U.S. can override refill-too-soon edits at the point-of-sale without contacting CVS, so members who want early refills should be able to easily do so.

Mail order and home delivery services

All members may use their mail order benefit or home delivery from their retail pharmacy, if available. CVS is waiving fees for home delivery of all prescription medications to aid in this effort. The CDC is encouraging people at higher risk for COVID-19 complications to stay home as much as possible, and mail order and home deliver services can help our members do this.

Website updates

The MedicareBlue Rx website has been updated with information about early refills and mail order services. You can [direct members to the website for information](#).

Thank you for your support and commitment during this time.

Questions? Call a Broker Help Desk

If you have questions, want to enroll an applicant by phone or help a member make a change, please contact the appropriate agent help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**

Coverage is available to residents of the service area or members of an employer or union group and separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa,* Blue Cross and Blue Shield of Minnesota,* Blue Cross and Blue Shield of Montana,* Blue Cross and Blue Shield of Nebraska,* Blue Cross Blue Shield of North Dakota,* Wellmark Blue Cross and Blue Shield of South Dakota,* and Blue Cross Blue Shield of Wyoming.*

*Independent licensees of the Blue Cross and Blue Shield Association.