

March 23, 2020

COVID-19 Update: Telehealth Coverage Information

The strain that the coronavirus is placing upon our nation's healthcare system is necessitating looking at new ways to assure that you get the care you need, when you need.

Effective immediately, all Care N' Care members will be fully covered for any telehealth visits members have with their provider. While Care N' Care does not have a standard telehealth benefit within any of our plans, if your doctor office provides the service, you will now be covered. Offering this new benefit is in response to the current Public Health Emergency during which patients are being asked to avoid travel, when possible, to doctor's offices, clinics, hospitals or other healthcare facilities where they could risk their own or others' exposure to further illness.

Telehealth can be done from your home and can be performed by physicians and certain non-physicians such as nurse practitioners, physician assistants and other qualified health professionals. Also note that this new emergency provision broadens telehealth's flexibility to make it available to you regardless of your diagnosis. This is a critical point given the importance of social distancing and other strategies recommended to reduce the risk of COVID-19 transmission.

Please contact your Healthcare Concierge or your primary care physician if you have any questions. We are all in this together!



Need Assistance?

Call your Healthcare Concierge toll-free at 1-877-374-7993 (TTY 711), October 1 - March 31, 8am to 8pm, CST, seven days a week or April 1 - September 30, 8am to 8pm, CST, Monday through Friday.

Sent by Care N' Care Insurance Company, Inc. 1701 River Run, Suite 402, Fort Worth, TX 76107.

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