

On March 10, 2020, the Centers for Medicare & Medicaid Services (CMS) issued a notice related to the Declaration of a Public Health Emergency due to the Coronavirus (COVID-19).

Health First Health Plans has developed the following policies to ensure that its members have access to their medical and prescription drug benefits in accordance with federal and state regulations while this national and state Public Health Emergency is active:

- Health First Health Plans will permit Medicare Parts A, B and supplemental Part C benefits to be provided at facilities that are not contracted with Health First. (Part A and Part B benefits must be provided at Medicare certified facilities);
- Health First Health Plans will temporarily reduce out-of-network cost-sharing to in-network-cost sharing amounts, where applicable;
- Health First Health Plans will waive the 30-day notification requirement for benefit changes, if the change benefits the enrollee;
- Health First Health Plans will lift the 'Refill Too Soon' restrictions or edits for prescription medications to all members to refill prescriptions in advance of a possible interruption;
- Health First will also provide payment to pharmacies for at least a 30-day supply of any prescription medication.

If you have any questions regarding this policy or gaining access to care, please contact Health First Health Plans Customer Service toll-free at 1.800.716.7737 ((TTY/TDD relay: 1.800.955.8771) weekdays from 8 a.m. to 8 p.m. and Saturdays from 8 a.m. to noon.