

Resources supporting our providers during COVID-19

This communication applies to the Medicaid and Medicare Advantage programs for Empire BlueCross BlueShield (Empire).

Supporting providers and those who deliver care to our members is our top concern during the COVID-19 health emergency. Navigating the rapidly changing information is especially important to us so you can focus on what's important – patient care.

Our provider website will host the most accurate information from Empire.

Medicare Advantage plan information

Visit the Medicare Advantage provider site:

<https://www.anthem.com/provider/news/archives/?category=medicareadvantage> > and select your state by going to *Change State* in the top right hand corner. Information here is specific to Medicare Advantage plans, including:

1. Frequently asked questions about changes to Empire policies or benefit coverage during COVID-19. **These FAQ are updated regularly; please continue to check back each week.** Topics include:
 - a. Testing and treatment coverage updates.
 - b. Telehealth options through [LiveHealth Online](#),* for medical and behavioral health.
 - c. Coding, billing and claims.
2. Federal resources available for health care providers and employers in the federal *CARES Act*.
3. Other resources as provided by the New York State Department of Health and Centers for Medicare & Medicaid Services.

Commercial plan information

You can also review COVID-19-related materials on the Commercial provider news site:

<https://providernews.anthem.com>. **FAQ and information posted here is updated regularly; please continue to check back each week.**

Additional member support information

Anthem's coronavirus website at <https://www.anthem.com/coronavirus> offers additional solutions that can connect members exhibiting symptoms with a doctor, help members understand risk for COVID-19 and find COVID-19 services in their community.