

In the wake of recent events, the county has enhanced its medical plans to support covered members. The changes below are temporary and subject to change.

TELEMEDICINE – ASR & HAP

Amwell, a telemedicine benefit, is now available for ASR and HAP members. It offers greater access to doctors and urgent care visits for employees and their dependents. Amwell can be accessed online, by phone, or by downloading the Amwell app on your smartphone. Below are details on how to access this benefit according to your carrier.

- ◆ When visiting amwell.com, click “Sign Up” and enter the required information
- ◆ Amwell by phone, please call 1-844-733-3627
- ◆ When downloading the app, look for the Amwell logo
- ◆ When using Amwell, be sure to use the appropriate key code when registering:
 - ASR: asrcopaywaived
 - HAP: HAPMi

IMPORTANT: If you don't use the key code, the credit card you are required to put on file will be charged the full amount.



TELEMEDICINE – Blue Cross Blue Shield

BCBSM Online Visits, a telemedicine benefit, is now available for Blue Cross Blue Shield members. It offers greater access to doctors and urgent care visits for employees and their dependents. BCBSM Online Visits can be accessed online, by phone, or by downloading the BCBSM Online Visits app on your smartphone. Below are details on how to access this benefit.

- ◆ When visiting bcbsmonlinevisits.com, click “Sign Up” and enter the required information
- ◆ BCBSM Online Visits by phone, please call 1-844-606-1608
- ◆ When downloading the app, look for the BCBSM Online Visits logo
- ◆ When using BCBSM Online Visits, be sure to use the appropriate key code when registering:
 - OAKBCBSM

IMPORTANT: If you don't use the key code, the credit card you are required to put on file will be charged the full amount.



CHANGES & ADDITIONS TO MEDICAL & RX COVERAGE

FOR ALL MEMBERS

All medical carriers have approved coverage of the COVID-19 test.

Nurse on Call hotlines are available for members:

ASR: 1-800-352-5071

Blue Cross Blue Shield: 1-800-775-2583

Oakland County: 1-800-848-5533

FOR ASR & BLUE CROSS BLUE SHIELD MEMBERS

Navitus (Rx coverage) has implemented the following changes:

- Removal of early refill restrictions (conditions apply)
- Waiving restrictions for out-of-network pharmacies
- Allowing maximum extended day supply at the time of refill
- Permitting emergency refills

FOR HAP MEMBERS

HAP (Rx coverage) has implemented the following changes:

- Removal of early refill restrictions (conditions apply). Some refills up to 6 months
- FREE home delivery services for prescription drugs.