

2020 WAS A YEAR LIKE NO OTHER, BUT OUR HEALTH PLAN WAS PREPARED



Planning for risk is what we do. Our health plan has been preparing for the possibility of a short-term or long-term crisis for years.

As the COVID-19 crisis escalated through 2020, Excellus BlueCross BlueShield worked to protect and serve local families, employers, providers and community organizations across our upstate communities during this critical time of need.

- ✓ **FOR MEMBERS,** we waived copays and cost sharing for all COVID-19 related care at a cost of \$19-23 million. We provided expanded telemedicine services at no cost to our insured members whether the care was related to COVID or not. For those facing unemployment, we provided help navigating health insurance options.
- ✓ **FOR EMPLOYERS,** we issued more than \$20 million in premium refund credits for certain medical and dental coverages. We provided financial relief for small businesses experiencing hardship through a two-month premium grace period. We committed more than \$200,000 in grants for local Chambers of Commerce to purchase and distribute health and safety supplies to help local businesses return to work.
- ✓ **FOR PROVIDERS,** we increased the reimbursement rates for telemedicine visits to the full office visit rate to help offset lost revenue, and we trained hundreds of physicians on how to incorporate telemedicine into their practices. We also provided \$1 million in grants to hospitals for purchasing PPE and \$250,000 for the purchase of testing equipment and supplies.
- ✓ **FOR THE COMMUNITY,** we launched a comprehensive COVID-19 webpage to provide information and resources. We also committed \$1.5 million in sponsorships and grants for health-related programs, as well as \$600,000 to community food banks, \$30,000 to local diaper banks, and \$50,000 to domestic violence prevention organizations.

2020 was a year like no other. Looking ahead, we will continue to support our community by offering information and resources to help people stay safe.

For additional information and resources about COVID-19,
[ExcellusBCBS.com/CanDo](https://www.excellusbcbs.com/cando)

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