



## Carrier Telehealth Platform Coverage Change

Dear Administrator,

We want to tell you about an important change to active carrier telehealth platform<sup>1</sup> (Anthem, Cigna, and Kaiser) coverage in response to the expiration of the HSA-qualified CDHP deductible waiver that was applied from January 1, 2020, through December 31, 2021, as permitted by [IRS Notice 2020-29](#).

- **CDHP members** – Effective January 1, 2022, members must meet their deductible before carrier telehealth platform services are covered at 100%, as required by the IRS.<sup>2</sup> Once a member has met their deductible for the year, carrier telehealth platform services will be covered with no copay or coinsurance through December 31, 2022.
- **PPO members** – Carrier telehealth platform services will continue to be covered with no deductible, copay, or coinsurance through December 31, 2022.

**Carrier Telehealth Platforms for Active Members** – Active members can access a medical professional through telehealth platforms offered by our carriers, Anthem, Cigna, and Kaiser, using their computer or mobile device. Members should keep in mind that their personal healthcare provider may not participate on the carrier's telehealth platform.

- **Anthem Blue Cross Blue Shield** – Access [LiveHealthOnline.com](#) or download the LiveHealth Online mobile app in the App Store<sup>®</sup> or Google Play<sup>™</sup>.
- **Cigna** – Access [MDLiveforCigna.com](#) on your computer, or download the MDLIVE mobile app by searching in the App Store<sup>®</sup> or Google Play<sup>™</sup>.
- **Kaiser Permanente** – Access Kaiser's telehealth platform services by

calling the number on the back of your member ID card.

- <sup>1</sup> Please note, telehealth can help with minor, non-life-threatening conditions. During a medical emergency, individuals should visit the nearest hospital or call 911 for assistance.
- <sup>2</sup> The HSA-qualified CDHP deductible waiver was applied from January 1, 2020, through December 31, 2021, as permitted by [IRS Notice 2020-29](#).

### Stay Informed!

Please check our [COVID-19 Support Resources](#) for the latest updates to benefits provided by The Episcopal Church Medical Trust in response to COVID-19.

### Questions?

Please call Client Services at (855) 215-5990, Monday to Friday, 8:30 AM to 8:00 PM ET.

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