



Additional Benefit Enhancements & Communications

Based on the continuing challenges of the COVID-19 pandemic, additional benefit enhancements have been made to the Regence and Kaiser medical plans. Please review the changes below and remember that the enhancements are currently available *only* through May 31, 2020. Time will tell what happens beyond May.

Regence Members

April 3 Announcements

- Coronavirus testing and related visit costs covered at 100%.
- Expanded telehealth and virtual care services were added during the declared State of Emergency time period. Regular plan benefits apply.

April 21 Enhancements

- Effective March 1–May 31, 2020, Regence/CIS will waive member cost share (deductible, copay, coinsurance) for recognized COVID-19 treatment at an office visit, emergency room, urgent care, hospital, telehealth, virtual care or other facilities that may be necessary in light of safety or capacity concerns.
 - If you access an out-of-network provider, Regence will pay allowed amounts and you may be balance billed.

Kaiser Members

April 3 Announcements

- Coronavirus testing and related visit costs covered at 100%.
- Telehealth visits continue to be available to Kaiser members.
- E-visits added for online questionnaires related to COVID-19.

April 21 Enhancements

- Effective April 1–May 31, 2020, Kaiser will waive member cost share (deductible, copay, coinsurance) for the treatment of COVID-19-related inpatient and outpatient services.

Communications

2020 is going to be the year of change for employers, employees and the CIS Benefits program. We're getting ready to roll out a new enrollment system (CIS-Connect), we introduced BeyondWell (a lifestyle support program), and we'll be adding new voluntary benefits. Plus, there are plan design changes coming (effective Jan. 1, 2021). To make sure everyone knows about the changes, we're starting a communications campaign! Our first flyer should arrive at your home the week of April 27. Please watch for it as it includes important information.

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