

Wisconsin Association of Health Plans

The Voice of Wisconsin's Community-Based Health Plans

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Community-Based Health Plans Are Acting on COVID-19

MADISON – Wisconsin's community-based health plans are deeply committed to the health and safety of their enrollees and their communities. As part of this commitment, the 12 members of the Wisconsin Association of Health Plans are taking important steps to provide the right care and coverage for the Wisconsin residents they serve.

During this COVID-19 pandemic, community-based health plans are encouraging insured individuals exhibiting non-emergent symptoms to first contact their providers before seeking in-person care and to use remote care options such as 24-hour nurse lines and virtual visits for initial evaluation.

To support identification of COVID-19 cases, Wisconsin's community-based health plans will cover, without cost-sharing or prior authorization, COVID-19 diagnostic laboratory testing when recommended by a provider. Community-based health plans are reaffirming their long-standing commitment to sufficient provider networks so members who need care have the peace of mind they can be properly treated.

Wisconsin's community-based health plans are also providing the most current medical and social information to their enrollees. Health plan Web sites, social media and other communications vehicles are being used and refreshed to keep enrollees informed on emerging issues and their health plan benefits. Health plans are providing COVID-19 guidance and information consistent with trusted government sources such as the Centers for Disease Control and Prevention (CDC) and the Wisconsin Department of Health Services. Finally, health plans are sharing best practices to mitigate health care risks during these challenging times.

Wisconsin's community-based health plans are closely monitoring the situation and stand ready to help enrollees navigate their health care options and health insurance benefits.