

****IMPORTANT UPDATE FOR USING TELEMEDICINE****

Empire/Anthem made a decision to temporarily allow coverage for other participating telehealth providers for a period of 90 days beginning March 17th (retroactively) who are transitioning to virtual visits as a replacement for office visits due to COVID-19.

Cost sharing will be waived for members using Empire's telemedicine and telehealth services, LiveHealth Online (our preferred telemedicine vendor), **as well as care received from other participating providers delivering virtual care for 90 days**, beginning March 17.

For any specific claim questions, please call the member services number on the back of your ID card.