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Commissioner's Bulletin # B-0005-20

March 11, 2020

To: Health insurers and health maintenance organizations in Texas

Re: COVID-19 testing and preparation

[Governor Greg Abbott](#) and the Texas Department of Insurance (TDI) are asking all health insurers and health maintenance organizations operating in Texas to take actions necessary to prevent, test, and treat coronavirus COVID-19 and report those actions to TDI.

TDI strongly encourages insurers to waive consumer costs for testing.

TDI specifically encourages insurers to consider the following actions related to prevention, testing, and treatment of COVID-19:

- Waive copayments, co-insurance, and deductibles for COVID-19 testing that is consistent with guidance issued by the Centers for Disease Control and Prevention (CDC).
- Waive consumer cost-sharing and facilitate expanded use of telemedicine.
- Cover necessary medical equipment, supplies, and services.
- Waive penalties, restrictions, and claims denials for necessary out-of-network services.
- Waive requirements for preauthorization, referrals, notification of hospital admission, or medical necessity reviews for care consistent with CDC guidance.
- Allow extra time for health providers and facilities to file claims.
- Authorize payment to pharmacies for up to a 90-day supply of any prescription medication for individuals, regardless of when the prescription was filled.

Report your actions

TDI asks that insurers report their actions related to consumer cost-sharing and access to services to COVID19Response@tdi.texas.gov. Send updates as they become available. We will make this information available to health-care providers and consumers on the [coronavirus resource page](#) on the TDI website.

For more information, contact: ChiefClerk@tdi.texas.gov

Last updated: 3/11/2020



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Insurance Commissioner	Report fraud	See if a company has complaints	Commissioner orders
Commissioner's initiatives	Webcasts	Search company filings	Data calls and surveys
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