

HEALTH BENEFITS E-NEWS

Department of Human Resource Management Office of Health Benefits

May 10, 2023

COVID-19 Public Health Emergency ending

The COVID-19 Public Health Emergency (PHE) will end on May 11, 2023. The expiration of the PHE means that many federal requirements related to COVID-19 that were enacted in response to the pandemic will cease. Starting May 12, 2023, coverage guidelines of COVID-19 testing, vaccines and treatments will change and may be subject to member cost sharing based on applicable health plan benefits and provider/pharmacy participation status, as well as no coverage for over the counter COVID-19 tests.

Please encourage health plan members to learn more about the upcoming changes to the COVID-19 related benefits. For more information, please have employees contact their health plan's Member Services by calling the telephone number on the back of their Health Plan ID card.

More information may be found on the individual health plan websites:

- [Optima Health](#)
- [COVA HealthAware](#)
- [Kaiser Permanente](#)
- [COVA Care & COVA HDHP](#)

New Name for Some Services Under Anthem

In addition, to the Anthem pharmacy benefit manager, changing its name to CarelonRx (formerly InGenioRx) on January 1, 2023. Some additional services have also had a name change.

Anthem Blue Cross and Blue Shield's parent company, Elevance Health announced the launch of Carelon, a new healthcare services brand dedicated to serving the industry's most complex health challenges. Therefore, several of Anthem's healthcare services are now being consolidated and rebranded as Carelon, which will provide a more streamlined brand experience for our members.

AIM Specialty Health (AIM) services now operate under the Carelon brand. As a reminder, AIM provides services related to sleep studies, imaging, clinical reviews, physical or speech therapy, and oncology. As a result, AIM began operating as Carelon Medical Benefits Management in March 2023. Specific communications from these areas may have Carelon language instead of AIM however, the benefits remain the same as before.

Also, in March 2023, many of the Anthem EAP and Behavioral Health front-line service associates had their emails changed to Carelon emails. Associates dedicated to the Commonwealth of Virginia are keeping anthem.com emails. While all member-facing

communications will still be branded Anthem Blue Cross and Blue Shield, it's important to know that in some cases, members may be contacted by associates that have a Carelon email address.

Members should not experience disruptions in service, and all existing phone numbers, emails, websites, and portals will redirect users with no new reregistration required.