

May 2, 2023

Dear Provider,

The Federal Employee Program announced that all COVID-19 related benefit and policy changes implemented during the public health emergency will end on Thursday, May 11, 2023.

On May 12, 2023, services related to COVID-19 will revert to applying member liabilities when appropriate.

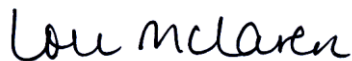
Telehealth services are not changing and will continue to be eligible for benefits.

- Reminder – FEP does not provide benefits for preventive care rendered by telehealth, except nutritional counseling.

We encourage providers to verify FEP members (members with a prefix “R”) benefits and eligibility prior to each visit. Verification can be done on the eligibility search on the Provider Resource Center, located here: <https://www.bluecrossvt.org/provider-login> or by calling the FEP customer service team at (800) 328-0365.

Thank you for your time. If you have any questions regarding this notice, feel free to contact your provider relations consultant. If you are not sure who that is, please email [providerrelations@bcbsvt.com](mailto:providerrelations@bcbsvt.com) or call (888) 449-0443 option 1 and you will be directed to the appropriate person. Business hours are Monday through Friday from 8 a.m. to 4:30 p.m., except holidays.

Sincerely,



Lou McLaren  
Director, Provider Services