



## News and staff stories »

Monday, 4 May 2020 | Worldwide | DMSPC

# New! Enhanced access to health care through virtual consultations



In view of the current pandemic and the related crisis, the Health and Life Insurance Section has made arrangements for UN staff and their families to have enhanced access to health care during this pandemic.

Additional information and details of the enhanced benefits can be found on the Health and Life Insurance Section website and the Medical Insurance FAQs related to COVID-19.

The enhancements that will remain in effect during the pandemic are summarized as follows:

- Both the UN Medical Insurance Plan and the UN Worldwide Plan now cover telephonic and video consultations with psychologists and psychotherapists. Both plans also cover telephonic and video consultations with medical doctors
- Staff members covered under the Aetna plan can schedule telemedicine consultations with both In-Network and Out-of-Network providers
- Staff members covered under the Empire Blue Cross plan will have access to telehealth (video and audio) with both In-Network and Out-of-Network providers, and through 14 June 2020, they will have access to telephonic consultations with In-Network providers

Please note that the above-mentioned enhancements are in addition to the existing benefits and features of the medical insurance plans.

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Submitted by JLEGROS3 on Mon, 05/04/2020 - 12:33

Thank you for the notification. A welcome initiative that protect staff member to avoid exposing to unnecessary travel and risk to see a medical professionals

On the other hand, how can Empire Blue Cross Blue Shield Medical Insurance are putting staff member at risk by NOT allowing a three months worth of prescription by a doctor (the medication in question is not an opioid or addictive in nature) by forcing staff member to go/travel to there designated local pharmacy three time (one month worth each) and exposing staff members to additional risks!

Three phone calls to BCBS including senior managers, three different advices refusing to accept 3 months worth of

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prescription but worse, the decision does NOT rest with BCBS but by a subcontracted company who is pushing online prescriptions with mail delivery and therefore abdicating any responsibilities/liabilities should the wrong medication is dispensed. ALL staff members with BCBS should be made aware of this situation.

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