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<b>PROJECT</b>	Coronavirus (COVID-19)
<b>ITEM</b>	Brokers: Core, SBM, IFP, Medicare
<b>DATE</b>	March 16, 2020
<b>DISTRIBUTION</b>	March 16, 2020

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Email Subject:

**Keeping you informed of Blue Shield's response to COVID-19**

Preheader:

**Helping you serve your clients with these member resources**

Copy:



We understand that your clients have questions regarding their healthcare options and safety as the novel coronavirus (COVID-19) continues to impact California. Our top priority is to ensure our members have access to care and that our shared communities are safe.

In accordance with Gov. Newsom's action to expand COVID-19 coverage, we rapidly implemented cost-share waivers for COVID-19 testing and screening across our market segments. This ensures financial barriers do not prevent anyone from seeking care. Additionally, we are waiving Teladoc\* cost sharing for all members through May 31, as announced today on our [News Center](#).

A comprehensive member resource center is available at [blueshieldca.com/coronavirus](https://blueshieldca.com/coronavirus). We are currently directing our members to this site, and Member Services call centers are updated to route calls specific to COVID-19 to an appropriate response team.

COVID-19 resources for brokers are available on [Broker Connection](#). These include:

- Broker, employer, and member communications from Blue Shield
- Frequently Asked Questions, with daily updates
- Resources connecting to state and federal departments, mandates, legislation

We are keeping a close watch on the outbreak and will continue to provide updates on our [Broker Connection resource page](#) and [Blue Shield News Center](#) as well as regular email communications.

In response to the coronavirus outbreak, our sales teams are adjusting our engagement with our brokers and employer groups to make online or phone meetings the standard, rather than in-person for the next 30 days. As our workforce makes this adjustment, our commitment to provide important services to our members and customers is unchanged.

Thank you for your help in keeping our members and communities safe. We're here to answer any questions you have and will sending regular communications.

\* Teladoc services are included in Blue Shield of California fully insured plans and available as a buy-up option for ASO and Shared Advantage®/Shared Advantage Plus.

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