

producer ALERT

Addressing COVID-19 and the needs of our members

Blue Shield of California's top priority is to ensure our members have access to quality, affordable care and that our shared communities are safe as we work to confront the spread of the novel coronavirus (COVID-19). As a nonprofit health plan with members and employees across California, we are taking immediate steps to support Gov. Newsom's action to expand COVID-19 coverage to promote the health, safety, and well-being of all Californians.

Starting immediately, Blue Shield is waiving all cost-sharing and any prior approval for COVID-19 testing prescribed by a physician. This includes cost-sharing for hospital, urgent care, emergency room, and office visits where the visit is to screen or test for the virus. Blue Shield will also not require prior authorization for medically necessary emergency care, consistent with our current practice.

This benefit update applies to members living in California and out of state.

Members are our top priority and to remove barriers to care, Blue Shield of California will process claims as a preventive benefit with \$0 cost-sharing for ASO enrollees unless the self-funded plan sponsor notifies us that they would prefer to opt out of this change.

Talking with your clients about COVID-19

With coronavirus (COVID-19) in the news, we understand you might have concerns about your and your family's health. While the chances of contracting COVID-19 are [currently low](#), we know this is a rapidly developing situation and want to provide the most up-to-date information to help keep you safe.

We recommend following the Centers for Disease Control and Prevention (CDC) [everyday guidelines](#) to prevent the spread of any respiratory illness – including COVID-19.

Anyone with a fever, cough, or shortness of breath should contact a doctor or hospital in advance and follow any procedures they have in place. Members may also want to consider using virtual and home-based healthcare benefits such as NurseHelp 24/7 SM, [Teladoc](#), or [Heal™](#) to avoid spreading any illnesses.*

Here is an [email communication from Blue Shield of California to members](#), sent March 5-6.

The health of our members is our priority. Blue Shield of California medical experts are keeping a close watch on the novel coronavirus outbreak, and we will continue to update our [News Center](#) as information becomes available. You can also visit the [CDC special coronavirus page](#) for frequent updates.

Thank you for choosing Blue Shield of California.

* 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. Heal services are included in all Blue Shield of California PPO plans and Trio HMO plans.

Heal is a trademark of Get Heal, Inc.

NurseHelp 24/7 is a service mark of Blue Shield of California.

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