

# Important information: Resources inside about the novel coronavirus (COVID-19)

For the most up-to-date information, visit [blueshieldca.com/coronavirus](https://blueshieldca.com/coronavirus).

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## Top tips to prevent the spread of COVID-19



Wash your hands with soap and water for at least 20 seconds



Stay away from those who are sick and large crowds



Stay home when you are sick

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Hello Member

At Blue Shield of California, your health is our top concern, especially now. That is why cost-sharing for diagnostic testing related to COVID-19, as well as office visits, urgent care center visits, and emergency room visits related to testing, will be waived. This includes copays, coinsurance, and deductibles. Blue Shield also does not require your doctor to obtain prior authorization for COVID-19 screening and testing.

### **What do I do if I think I have COVID-19?**

If you have a fever, cough, and feel short of breath, we suggest using a virtual care option such as Teladoc or NurseHelp 24/7<sup>SM</sup> before seeking in-person care. Using virtual care helps reduce the risk of spreading the virus. Also, please refer to the Centers for Disease Control guidance regarding COVID-19 symptoms posted at [blueshieldca.com/coronavirus/getting-care](https://www.blueshieldca.com/coronavirus/getting-care).

Through May 31, Blue Shield is covering your costs for Teladoc visits.

With Teladoc, you can talk to a doctor 24/7 by phone or video to screen for the virus. You can also talk to a nurse anytime with NurseHelp 24/7 at no additional cost. Log in to your online account at [blueshieldca.com/login](https://www.blueshieldca.com/login) to set up and access these care options.

You can also call your doctor or primary care physician (PCP) for advice. If your doctor or nurse recommends testing for COVID-19, they can tell you where to go to get tested.

If you test positive for COVID-19, your care will be covered, and your usual plan benefits will kick in. You will be responsible for any out-of-pocket costs related to your treatment.

### **Where do I learn more?**

For the most up-to-date information about your coverage and care options, visit [blueshieldca.com/coronavirus](https://www.blueshieldca.com/coronavirus).

As always, thank you for being a Blue Shield member.

Be well,



Terry Gilliland, MD  
Executive Vice President and Chief Health Officer