

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

For the most up-to-date information, visit 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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Blue Shield of California is an independent member of the Blue Shield Association.



Hello Member

At Blue Shield of California, your health is our top concern, especially now. That is why cost-sharing for doctor-recommended diagnostic testing related to the novel coronavirus (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 calling your doctor or primary care physician (PCP) for advice 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 posted at [blueshieldca.com/coronavirus/getting-care](https://www.blueshieldca.com/coronavirus/getting-care).

If your doctor 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,

A handwritten signature in black ink that reads "Terry Gilliland".

Terry Gilliland, MD
Executive Vice President and Chief Health Officer