



CORONAVIRUS (COVID-19): WE'VE GOT YOU COVERED

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.

If you have a fever and cough and feel short of breath, we suggest using a virtual care option such as **Teladoc** or **NurseHelp 24/7SM** before seeking in-person care. Please also refer to the [Centers for Disease Control guidance](#) regarding COVID-19 symptoms. Using virtual care helps reduce the risk of spreading the virus. **Through May 31**, Blue Shield is [covering any applicable costs](#) for Teladoc visits. NurseHelp 24/7 is also available for eligible members at no additional cost. [Log in](#) to your online account to see what benefits your plan covers.

Learn more about COVID-19

For further questions, don't hesitate to call the customer service number on your Blue Shield member ID card.

Be well,
Terry Gilliland, MD
Executive Vice President and Chief Health Officer

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