



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

At Blue Shield of California, your health is our top concern, especially now. That is why we are waiving applicable costs for screening and doctor-recommended testing for the novel coronavirus (COVID-19). This includes copays, coinsurance, and deductibles. Blue Shield 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, if Teledoc is available with your plan. 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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Blue Shield of California | 601 12th Street | Oakland, CA 94607