

# 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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Blue Shield of California is an independent member of the Blue Shield Association.

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



Hello <<SMART\_SHIP\_NAME>>,

At Blue Shield of California, your health is our top concern, especially now. That is why we are waiving all your 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.

### **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, if available with your plan. NurseHelp 24/7 is always available at no additional cost. Log in to your online account to see what benefits your plan covers.

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. 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 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.

### **What if I need to refill my prescriptions?**

If you are worried you might run out of prescribed medications, Blue Shield is allowing early refills on your prescriptions, as available. This is for all members with pharmacy benefits through Blue Shield. If you have questions about the medicine you take, call the Member Services number on your member ID card.

Now may also be the time to consider ordering a 90-day supply through our mail service pharmacy, CVS Caremark. 90-day supply prescriptions are available for maintenance medications used to treat chronic conditions. Call your doctor to switch to a 90-day prescription. Learn more about how to get a 90-day prescription at [blueshieldca.com/90dayRX](https://www.blueshieldca.com/90dayRX).

### **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  
Executive Vice President and Chief Health Officer