



## A message from President and CEO Paul Markovich

The health of our nation is tied to the health of each American. Never has this been more apparent than in the present moment. While it may not feel like it, by practicing physical distancing, we each play a role in keeping our communities and loved ones safe during the novel coronavirus (COVID-19) outbreak.

My heart goes out to everyone whose lives and livelihoods are being threatened by this pandemic. Whether you have been infected yourself, have lost a loved one, or are struggling to keep children educated, occupied, and safe, this virus has brought increased pain and stress to all of us. We know how difficult it is right now, and we are doing our best to help. Together, we will get through this.

Containing this virus is a community effort, and, as the situation continues to evolve, we at Blue Shield of California are finding better ways to serve our communities. From providing hundreds of millions of dollars in direct support of COVID-19 care, to participating in California Governor Newsom's task force to increase daily testing, we're devoting our resources to focus on helping our members.

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**Our No. 1 priority is making sure you get the care you need during this difficult time. That's why:**

- In addition to waiving out-of-pocket costs for COVID-19 screenings and tests, [copays](#), coinsurance, and deductibles for COVID-19 treatments received between March 1 and May 31 will also be waived.
- We're giving our members access to more virtual care options. For members who usually have [Teladoc](#) copays or coinsurance, we are waiving these costs for all Teladoc virtual care visits through May 31, including visits that aren't related to COVID-19.
- We're providing virtual access to mental health resources, so that members who have [mental health benefits](#) can continue seeing their current providers over the phone or by video. Additionally, we're providing **access to Teladoc Behavioral Health for \$0 copays through May 31.**

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On behalf of Blue Shield, I also want to take this moment to remind you of two measures

you can take to keep yourself safe. First, please continue to follow the shelter-in-place order and stay home, especially if you're feeling sick. Second, if you or a family member are experiencing any COVID-19 symptoms – such as fever, cough, or shortness of breath – reach out to a healthcare provider virtually. They can advise you on next steps.

In the meantime, please [visit our COVID-19 page](#) to stay up to date about your coverage and COVID-19.

You can also read more about our efforts to help the communities we serve on our [News Center](#).

We're working hard to provide you with the care you deserve. In turn, we appreciate all that you're doing to keep yourself, your family, and your community safe.

Sincerely,



Paul Markovich  
President and Chief Executive Officer

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