



A message from President and CEO Paul Markovich

The health of our communities is tied to the health of each Californian. 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 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 Governor Newsom's taskforce to increase daily testing, we're devoting our resources to focus on helping our members.

Our number one 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, **we're [waiving copays](#), coinsurance, and deductibles for COVID-19 treatments** received between March 1 and May 31.
- We're giving our members access to more virtual care options including **\$0 copays for all [Teladoc](#) virtual care visits through May 31**, even for 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**.
- We're providing multiple ways to ensure our members have access to their medications during this time. Members with pharmacy benefits through Blue Shield may **request [early prescription refills](#) and ask for an extended supply** of their maintenance medications.

On behalf of Blue Shield, I also want to take this moment to remind you of two measures you can take to help keep yourself safe. First, please continue to enact 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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