



Staying safe during the "new normal" of COVID-19

Our No. 1. priority is making sure you have access to the care you need during these challenging times.

It's important that you continue to protect yourself from the novel coronavirus (COVID-19). You may be at a higher risk for severe illness from the virus due to an underlying health condition or your age.



Some businesses are now re-opening and we wait to see what the "new normal" looks like. But for the time being, you should:

- Stay home as much as possible and limit visitors.
- Wear a mask when you leave your home or have visitors. Ask others around you to wear a mask.
- Practice physical distancing whenever you're around other people.
- Assume that everyone – even if showing no symptoms – is a carrier of the virus.



Remember: If you need care, don't wait. Seek care immediately. For the latest on symptoms to watch for, when to get care, and community resources, visit our COVID-19 page.

[Learn more](#)



Get added support with Wellvolution

Interested in making changes to your health condition from the privacy of your home? With Wellvolution®, you can find ways to:

- Sleep better
- Reduce stress
- Change your diet
- Manage diabetes, heart disease, obesity, and more

Wellvolution includes personalized health programs, weekly action plans, and personal health coaching. Start today by taking a [three-minute quiz](#).



Coming soon: Preventive screening visits

Your plan offers you a preventive screening visit at home or virtually at no extra cost. It can help give you and your doctors a better picture of your health.

We work with Episource and Inovalon medical companies to offer you this service.

Be on the lookout for a letter or email from one of these companies for more information. An Episource or Inovalon representative will also be calling you to book a visit. To ensure they are speaking to the right person, they will ask you some questions to verify your identity.



Have questions?

Call us at the Member Services number on your Blue Shield member ID card.

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For more help and resources, visit blueshieldca.com. You can also call Member Services at (800) 776-4466 (TTY: 711), 8 a.m. to 8 p.m., seven days a week from October 1 through March 31, and 8 a.m. to 8 p.m., weekdays (8 a.m. to 5 p.m., Saturday and Sunday) from April 1 through September 30.

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