



COVID-19 update

Keeping you prepared

At Blue Shield of California, our primary goal is to serve our members and protect the health of our communities. During this difficult time, we understand your need for pertinent information and assistance. Because we are your trusted adviser, we are sharing with you an overview of financial assistance programs issued by the federal government under the CARES Act, and available to groups with 1 to 500 employees, which includes the Paycheck Protection Program, express bridge loans and more.

[Download this information.](#)

Blue Shield is not a financial adviser, and though we do not offer financial advice,¹ we are doing our best to provide materials you may need to apply for loans through these government programs and lending institutions. Since invoices for health plan premiums may be required, you should know the following:

- Reports on paid premiums are available through [Employer Connection](#).
- Quick videos on step-by-step processes for generating reports are available on our [Coronavirus \(COVID-19\) Resources](#) page for employers – under “Government programs and resources.”
- If you need further assistance, please contact Employer Services at **(800) 325-5166**.

Flexible Payment Program

Last week we announced a program to support you if you are struggling to make premium payments. [Get the details here if you missed it.](#) If you have not made payments for March or April premium, we will be reaching out to you directly to ensure you are informed of this

opportunity.

Stay up to date

Blue Shield is closely monitoring the trajectory of the COVID-19 public health emergency, including state and federal policy. We will continue to keep you informed of policy changes that may affect you.

More information is available on our [Coronavirus \(COVID-19\) Resources page for employers](#) – which is updated daily. You can also see the latest updates from Blue Shield on our [News Center](#) or have them emailed to you by [subscribing here](#).

¹ The summary is provided for informational purposes only. Blue Shield is not involved in administering any of the programs noted above, is not a financial institution and does not provide general legal, financial or tax advice. Business clients should consult their own legal, financial or tax advisor regarding the details of these programs. Your local government may also have relief policies in place. Check with your government office for more information.

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