

We're Here to Help

We know that the coronavirus is a health concern for everyone. We're here for you and want you to know that our priority is to ensure you have access to uninterrupted care.

What we're doing to help protect your health and safety:

- **You can get care by phone (telephonic) or video (telehealth):** You are covered with no copayment, co-insurance, or deductibles for visits by phone and video visits (telehealth) with any doctor or health care provider for any medical or behavioral health care you need. For example, these visits can be done as a phone call or any video technology, including FaceTime or Skype.
- **Coronavirus care with no out-of-pocket cost:** We are removing copayments, co-insurance, or deductibles for all outpatient, medically necessary coronavirus testing, counseling, supportive care, and treatment. If you think you need coronavirus testing or care, call your doctor or other health care provider. *Note: You will still be responsible for your usual out-of-pocket costs for in-person care that is not for coronavirus.*
- **We will cover a coronavirus vaccine at no cost:** Although a vaccine is not yet available, we will cover it when one becomes available.
- **If you have Blue Cross prescription benefits:** We are allowing early prescription refills.
- **Prior authorizations and referrals:** You don't need to get authorization or referrals for outpatient coronavirus care.

These changes will stay in effect until the state of emergency is lifted.

Questions?

We care about you and are here if you need us.
Call our dedicated coronavirus help line at **1-888-372-1970**
with questions about benefits, prescriptions,
or if you want to talk to a nurse for free 24/7.

[Visit our Resource Center](#)