



# Be Prepared, Not Scared.

## WHAT YOU NEED TO KNOW ABOUT **COVID-19** AND HOW WE'RE HELPING MEMBERS

Dear Member,

The health and wellbeing of our members is our top priority, and with COVID-19 dominating headlines, we understand you might have concerns about your and your family's health and safety. We're closely monitoring updates and information from the Centers for Disease Control and Prevention (CDC) and the Vermont Department of Health (VDH). This is a rapidly developing situation, and we want to provide you with the most up-to-date information to keep you informed and prepared.

If you have any questions about COVID-19 and your coverage, **please call us at (800) 247-2583.**

### Here to Help

If you or someone close to you has a fever, cough or shortness of breath or believe they've been exposed to the virus, please call your primary care provider (PCP) and ask for assistance. If you are experiencing symptoms, please call your provider before going to a health care facility—**this will reduce the risk of spreading the virus to your care team or the community.**

### Access to Testing For Coronavirus

We are taking action to ensure cost does not inhibit our members' access to medically necessary screening and testing for coronavirus. We will cover COVID-19 testing performed by the CDC, the VDH, or a laboratory approved by CDC or VDH, with **no co-payment, coinsurance, or deductible requirements.** This coverage includes visits to your provider's office and urgent care visits and emergency services visits to test for COVID-19.

### How to Stay Informed

We will continue to keep a close watch on the status of the coronavirus outbreak to ensure we respond appropriately to the needs of our members. **For questions about your coverage and how we can help you flatten the curve please call (800) 247-2583.** To get the latest information, reliable resources and trustworthy prevention tips please visit our Coronavirus Update page at [bcbsvt.com/CovidUpdates](https://bcbsvt.com/CovidUpdates). You can also stay updated with important information by completing the form at [CovidConnected.com](https://CovidConnected.com).

Thank you for being a member of Blue Cross and Blue Shield of Vermont.

Sincerely,

Don George,  
President and CEO

See other side for more information and steps to protect yourself! →

## Know the Symptoms of COVID-19

Symptoms are similar to an upper respiratory tract infection. The following symptoms may appear 2-14 days after exposure:

- ✔ Fever
- ✔ Cough
- ✔ Shortness of breath

## Follow These Steps to Protect Yourself From Coronavirus

We recommend you follow CDC and VDH guidelines to prevent the spread of any respiratory illness—including coronavirus:

- ✔ Frequently **wash your hands** with soap and water for at least 20 seconds
- ✔ If soap and water are not available, **use an alcohol-based hand sanitizer** with at least 60% alcohol
- ✔ **Don't touch your face**, and avoid touching your eyes, nose and mouth with unwashed hands
- ✔ **Avoid close contact** with people who are sick
- ✔ **Maintain at least 6 feet between yourself and others**—it is okay to move away from someone when they are speaking
- ✔ **Clean and disinfect frequently touched surfaces** like your phone or computer
- ✔ **Cover your nose and mouth** with a tissue when you cough or sneeze, then throw the tissue in the trash; or cough or sneeze into the “crook” of your arm
- ✔ **Stay home** when you are sick
- ✔ To minimize exposure to others who are sick, **use Telemedicine services** to get care by downloading the **AmWell: Doctor Visits 24/7 App** on your mobile device
- ✔ **Avoid crowded areas** to help minimize exposure to COVID-19 or other viral respiratory illnesses

## Telemedicine Coverage

Telemedicine is a vital tool to reduce exposure and control the spread of COVID-19.

### 24/7 Doctor Visits

We contract with AmWell to provide Telemedicine service to our members. They have established a Telehealth Response Program as an initial COVID-19 screening tool, which includes an always-on-call infection control officer.

To access AmWell Telemedicine services **download the Amwell: Doctor Visits 24/7 App** on the App Store or Google Play store or visit their website at [AmWell.com](https://www.amwell.com).

## Vermont Providers

Our local providers offer telemedicine services. To learn more, contact your provider directly.

## Prescription Drug Coverage

If you have prescription coverage through us, we recommend contacting your provider to obtain a 90-day script for maintenance prescription drugs prior to your next refill. You can enroll in our mail-order prescription drug services. [For details on how to enroll, visit us at bcbsvt.com/CovidUpdates.](https://www.bcbsvt.com/CovidUpdates)



## Questions? Contact Us

Customer Service Team: **(800) 247-2583**

Visit: [bcbsvt.com/CovidUpdates](https://www.bcbsvt.com/CovidUpdates)

Stay updated by completing this form: [CovidConnected.com](https://www.CovidConnected.com)

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