
PROJECT	Coronavirus (COVID-19)
ITEM	Employer: Fully insured, SBM/Core
DATE	March 16, 2020
DISTRIBUTION	March 16, 2020

Email Subject:

Keeping you informed of Blue Shield's response to COVID-19

Preheader:

Helping you serve your clients with these member resources

Copy:



We understand that your clients have questions regarding their healthcare options and safety as the novel coronavirus (COVID-19) continues to impact California. Our top priority is to ensure our members have access to care and that our shared communities are safe.

In accordance with Gov. Newsom's action to expand COVID-19 coverage, we rapidly implemented cost-share waivers for doctor-referred COVID-19 testing and screening across our market segments. This ensures financial barriers do not prevent anyone from seeking care. To this end, we are waiving all out of pocket costs for Teladoc for all members* through May 31, announced today at our [News Center](#).

A comprehensive member resource center is available at blueshieldca.com/coronavirus. We are directing our members to this site and member services call centers are updated to route calls specific to COVID-19 to an appropriate response team.

Please reference these [Frequently Asked Questions](#) to learn more about Blue Shield's response COVID-19.

The Center for Disease Control and Prevention offers [Resources for Businesses and Employers](#). Blue Shield is taking steps to help our own employees, including:

- Ensuring all our employees have the support and technology to service our members from their home
- Implementing new leave policies that support them financially in the event they need to take care of themselves or a loved one
- Launching our business continuity plan which includes daily leadership meetings to facilitate quick decisions and actions

Our commitment to you, our members, and our communities remains paramount at this time. Thank you for your help in keeping our members and communities safe. We're here to answer any questions you have.

* Teladoc services are included in Blue Shield of California fully-insured plans and available as a buy-up option for ASO and Shared Advantage/ Shared Advantage Plus.

[operational footer]