

# Extra COVID-19 support for members

**Members can see a doctor online at no extra cost through June 14, 2020 and enjoy flexible pharmacy benefits and more.**

I'm writing today to share important changes to our benefits in response to COVID-19. We're making changes to expand access to care, eliminate certain out-of-pocket expenses and offer guidance and support to our customers and members.

We're changing Fully Insured members' benefits to give them extra support right now, including online visits with board-certified doctors 24/7 at no cost through June 14, 2020. We're also recommending ASO groups offer the following benefits for testing and medical care to their employees. We will be sending an online form asking them to acknowledge Anthem's recommended testing and care benefits and to opt in or out of the optional telehealth benefits. Here are the details we'll share with our customers later today.

## Here's how their Anthem plan helps:

- **They can check symptoms and have doctor visits from home**  
They can download the free Sydney Care mobile app for a quick and easy way to evaluate their symptoms. They can connect with a doctor through a LiveHealth Online video session or a Virtual Care text session right from their phone. The doctor can evaluate their symptoms, help them understand whether they're at risk for COVID-19, and let them know whether they need to visit a local health care provider in person for COVID-19 testing. **LiveHealth Online is available for members at no extra cost through June 14, 2020.**
- Sydney Care is available to download now on Android or iOS. This app should accompany the Sydney Health app. Coronavirus Assessment functionality is in development and expected to be available within the next week. Members can also log in to their anthem.com account and connect to LiveHealth Online.
- **They'll rest easy with more flexible pharmacy benefits.** Members can refill most prescriptions early. Anthem is relaxing early prescription refill limits, where permitted, for members who wish to receive a 30-day supply of most maintenance medications early.

Additionally, if their plan includes a 90-day mail-order pharmacy benefit, members should talk to their doctor about whether changing from a 30-day supply to a 90-day supply is appropriate. They can get their 90-day supply through our home delivery pharmacy for most medications. They can call the Pharmacy Member Services number on their ID card to learn more.

- **If members need a COVID-19 test, it's covered.** Their Anthem health plan covers COVID-19 testing and the visit where they get the test with no out-of-pocket costs. If they're diagnosed as having COVID-19, their Anthem health plan benefits apply to treatments.

## Help your customers stay informed:

- Read the [FAQs](#).
- Share this [COVID-19 flier](#) to help educate.
- Encourage them to visit [anthem.com/blog](https://www.anthem.com/blog) for the latest news, prevention information and benefit options.

In this challenging and uncertain time, we're dedicated to helping our customers and the health of our communities, and Anthem is working hard to remove barriers to accessing the care our members need.

Thank you for choosing us as your healthcare partner.

Sincerely,

Pete D. Haytaian  
Executive Vice President and President, Commercial and Specialty Business Division

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LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.