

# How your health plan helps you handle COVID-19

## You have benefits that you can count on

We know these are challenging times, and want you to know that Anthem remains deeply committed to supporting you and the communities we serve as we join together as a nation to weather this health crisis. If you need help, we're here for you. The following information explains how, and you can visit [anthem.com/coronavirus](https://www.anthem.com/coronavirus) to learn more.



### Get COVID-19 treatment at no cost

If you're diagnosed as having COVID-19, you won't have out-of-pocket costs if you get treatment for COVID-19 from doctors, hospitals, and other health-care professionals in your plan's network from April 1 through May 31, 2020.\*



### Get a COVID-19 test at no cost

All Anthem plans cover COVID-19 testing and the care visit where the test takes place with no out-of-pocket costs. You can find a COVID-19 testing location by visiting [anthem.com/coronavirus](https://www.anthem.com/coronavirus) and selecting **Find a COVID-19 Test Facility**. But make sure you talk to a doctor first to be certain you need a COVID-19 test. A doctor must order a COVID-19 test for you.



### Visit a doctor from home at no cost

We're covering telehealth visits with doctors in your plan through June 14, 2020. That means no co-pays or other cost sharing. That includes LiveHealth Online telehealth visits and Virtual Care text chats. If you use Virtual Care for a text chat through the Sydney Care app, your first session is covered at no cost through June 14, 2020. Additional Virtual Care text chats are \$19 for each session.

These no-cost options for telehealth are available to Anthem members in Fully Insured, Individual, and Medicare Advantage plans — and in Medicaid plans where permitted. Most other plans include telehealth as part of their benefits. If telehealth isn't part of your plan's benefits, you may have out-of-pocket expenses. Members with self-insured plans can call Member Services at the number on their ID card to find out about out-of-pocket costs.



### Get information about your symptoms at no cost

The Sydney Care mobile app is a quick and easy way to find out what your symptoms may mean without leaving home. The app's Coronavirus Assessment tool is always free. It uses guidelines from the Centers for Disease Control and Prevention (CDC). And Sydney Care can connect you to a doctor for a telehealth visit after you use its Coronavirus Assessment feature. Sydney Care is available for iOS and Android devices. It works together with your Sydney Health or Engage Wellbeing app.



Learn more about COVID-19 at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

\* This applies to members in Fully Insured, Individual, Medicare Advantage, and Medicaid plans.

Due to state requirements, Virtual Care text visits aren't available for members in AR, AZ, DE, ID, LA, MD, and NH.

The Sydney Care COVID-19 assessment is based on guidelines issued by the Centers for Disease Control and Prevention, and reviewed and approved by Anthem, Inc.'s Clinical Solutions team.

Sydney Care is offered through an arrangement with CareMarket, Inc. Sydney Health and Sydney Care are service marks of CareMarket Inc., © 2020.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.