

March 23, 2020

A message to our members about novel coronavirus and COVID-19

Dear Valued Member

Your health and the health of the communities we serve is our absolute top priority. As we all adjust our lives in these rapidly changing times, please know our team is prepared to continue serving you.

As you probably know, COVID-19 patients have mild to severe respiratory symptoms, like a cough and difficulty breathing, as well as a fever. The elderly and people who have underlying health conditions are most at risk. **If you have questions about the novel coronavirus, have symptoms and need help finding a doctor to do a COVID-19 test, or any other concern, I encourage you to call us at the customer service number on the back of your member ID card or call 800-352-2583.**

We're here to help

We're closely monitoring developments and are making it easy for you to get the latest information.

Just click the coronavirus link at the top of the [floridablue.com](https://www.floridablue.com) homepage or on our mobile app.

In the meantime, we've made some changes to make it easier if you need to get tested and treated for COVID-19 and increased access to other health care services, including:

- **Waiving copays and deductibles for the medical test for the virus.** You should call your primary care doctor if you're experiencing symptoms linked to the coronavirus. If your doctor feels you need to be tested, the lab test itself is at no cost to you. However, there may be a charge for the office visit or other tests (like for the flu) if they're performed.
- **Increasing access to necessary medications.** We're waiving early medication refill limits on 30-day prescription maintenance medications and/or encouraging members to use 90-day mail order benefit. If you need help with mail order, please call us at the customer service number on the back of your member ID card or call 800-352-2583. Say Pharmacy when you call.
- **Offering counseling for members feeling stress related to the coronavirus.** In partnership with New Directions Behavioral Health, you can talk to specially trained behavioral health counselors at no extra cost. You can talk with a counselor 24/7 about stress you may be feeling by calling the toll-free help line at 833-848-1762. The counselors will not be able to assist with questions about COVID-19 testing or treatment, so please call us at the number on the back of your member ID card or call 800-352-2583 for help with those questions.
- **Strongly encouraging members to take advantage of virtual visits for less serious medical issues.** You can help protect your health and avoid a crowded doctor's office for non-emergency illnesses by using virtual visits and taking advantage of Teladoc services. Many of our members have access to these services through their Florida Blue health benefits. Consider doing a virtual visit for a sinus infection, sore throat, rash, allergies, upset stomach or other non-emergency situations. And medications, except controlled substances, can be prescribed. A virtual visit lets you get the care you need, when you need it, plus keeps you out of the waiting room. Your normal cost share will apply to the visit.

- **Another easy way to get care: You can also use your Florida Blue network provider for a virtual visit.** It'll be at the regular primary care and specialist office visit cost share for routine office services.

Slowing the spread of coronavirus

There is no vaccine to prevent infection from the coronavirus. However, one of the most important ways to slow the spread of the virus involves social distancing. Simply put, **social distancing** means staying out of crowded places and maintaining distance from others when possible – typically further than six feet away from other people, according to the Centers for Disease Control and Prevention.

The primary way the virus is spread is when an infected person sneezes or coughs and their droplets land on a nearby person's mouth or nose or are inhaled into their lungs. Another way is when a person touches a surface where the virus is, like public elevator buttons, doorknobs or phones, then touches his or her own mouth, nose or eyes. Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating and after blowing your nose, coughing or sneezing.

Click the coronavirus link at the top of the [floridablue.com](https://www.floridablue.com) homepage or on our mobile app for the latest updates. We're here to help in any way we can as we all work together to get through this increasingly stressful time.

Take good care,

<signature>

Pat Geraghty
President and CEO, Florida Blue