

# BlueCross Info for Associates

## COVID SUPPORT: COVERAGE, TELEHEALTH, MENTAL HEALTH TREATMENT

SLR's Blue Cross Blue Shield plan, based in Massachusetts, covers all of New England for SLR communities in MA, CT and NH. (Please note, this is not applicable to Goddard House associates. Their health coverage is through Harvard Pilgrim.)

[Visit the BCBS Coronavirus Resource Center](#)

### COVERAGE FACTS

For the duration of the Covid state of emergency, Blue Cross Blue Shield will waive all member cost share for medically necessary Covid-19 testing, counseling, vaccines (when available), and treatment and supportive care at in-person doctor's offices, urgent care centers and emergency departments (excluding inpatient care) in accordance with CDC and DPH guidelines.

### MENTAL & EMOTIONAL HEALTH DURING COVID-19

Emotional reactions to stressful situations such as new viruses and national emergencies are expected. Feeling sad, worried, overwhelmed, or having trouble sleeping or other symptoms of distress is normal, and there are resources available to you/your child.

- Your BCBS coverage through work covers mental health, behavioral health and substance abuse services, and you can get mental health treatment over the phone, via live video, or through other telehealth platforms
- To find a provider in your area, call the Member Services number on your card (have your Member ID number ready when you call) or visit SLR's customized [Blue Cross website](#).



- Here are some questions you might want to ask:
  - Can you provide a recommendation for a mental health provider in my area?

- Is there a co-pay or other costs?
- Do I need a referral from my primary care physician?
- Do you have mental health professionals who speak languages other than English?

## TELEHEALTH SERVICES

BCBS's 24/7 nurse careline is available free to all members and offers a safe and convenient clinical resource for minor ailments or questions. Call 888-247-BLUE(2583).

Blue Cross Blue Shield is currently waiving member cost shares for all medically necessary medical and behavioral health covered telehealth services with in-network providers. Call Member Services for more information. To remotely connect with a medical or mental health professional, visit [www.wellconnection.com](http://www.wellconnection.com)

## PHARMACY/MEDICATIONS

BCBS is allowing early prescription refills by lifting limits on refills of prescription medication, allowing members to obtain one additional fill of the existing prescription. They will ensure formulary flexibility if there are shortages or access issues. Members being told Blue Cross is not allowing early refills can call member service while at the pharmacy for help. Additionally, the pharmacist can call the Express Scripts Pharmacy Help Desk at 800.922.1557.