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5 fast facts

Putting your wellbeing first

It's easy to be overwhelmed by all the information we're getting about the COVID-19 (Coronavirus) pandemic.

These 5 fast facts let you know what Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is doing for you in this uncertain time.

When you're finished, be sure to hit the submit button to earn a \$25 gift card!

\$25 BlueRewards™

WHAT IS BLUE CROSS NC DOING FOR ME?



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Offering virtual care options

We all know staying at home saves lives. That's why if you need care for your ongoing health needs, ask your primary care provider and specialists about virtual visits. They will be covered the same as face-to-face visits.

Additionally, if you have minor issues that need attention quickly, all cost-sharing* for telehealth services are being waived at this time.

Call your doctor before going to their office and ask about virtual options. Your telehealth provider's phone number can be found on the back of your ID card.

*Includes deductibles, copays and coinsurance

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Supporting your mental wellbeing

This is a very stressful time for everyone. Telehealth services and virtual visits can provide support for those that need help with mental health and substance use disorders. This includes individual, family and group therapy options, as well as medication management, if necessary.

For more information, call your telehealth provider or Customer Service. Both numbers can be found on the back of your ID card.

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Covering costs for COVID-19

During this time, all cost-sharing* is waived for:

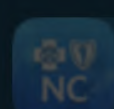
- + **Telehealth, virtual or in-person visits** due to symptoms of COVID-19
- + **Testing** for COVID-19
- + **Treatment** for those diagnosed with COVID-19

*Includes deductibles, copays and coinsurance

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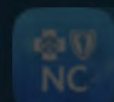
Allowing early medication refills

We are also waiving early medication refill limits to help ease the burden of staying home. You can now ask your doctor for a 60- or 90-day prescription of certain medications.

For even more convenience, you can get medications shipped right to your home through AllianceRx Walgreens Prime.

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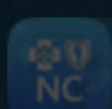
Encouraging you to take advantage of discounts from Blue365®

We know staying home as much as possible and social distancing can take a toll on your overall wellbeing. Blue Cross NC wants you to stay focused on you and your healthy habits.

With Blue365, you have access to member discounts on things like at-home workout programs and food delivery services.

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We will continue making your overall wellbeing our number one priority.

Click below to claim your \$25 gift card!

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Success!

You'll receive a notification, via email or letter, when your gift card is ready to redeem. Please allow one week for us to prepare your reward.

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COVID-19 RESOURCES FOR YOU

All announced COVID-19 measures apply to Blue Cross NC's fully insured, Medicare Advantage and Federal Employee Program members. Drug coverage and pharmacy changes apply to Blue Cross NC's Medicare Part D members.

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MDLIVE does not replace your primary care doctor and is not an insurance product. MDLIVE is subject to state regulations. MDLIVE does not prescribe DEA-controlled substances and may not prescribe nontherapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE does not guarantee patients will receive a prescription. Health care professionals using the platform have the right to deny care if, based on professional judgment, a case is inappropriate for telehealth or for misuse of services. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use, visit <https://welcome.mdlive.com/terms-of-use>.

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Blue365 offers access to savings on items that members may purchase directly from independent vendors, which are different from items that are covered under the policies with Blue Cross NC. Blue Cross and Blue Shield Association (BCBSA) may receive payments from Blue365 vendors. Neither Blue Cross NC nor BCBSA recommends, endorses, warrants or guarantees any specific Blue365 vendor or item. This program may be modified or discontinued at any time without prior notice. Visit www.blue365deals.com/terms-use for complete terms of use.

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