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Be calm. Be safe.

The world has changed a lot in the last few days. One thing that hasn't is Highmark's commitment to the health of our community. For over 80 years we've stood with our members through many crises. **Here's how we're working to help you through this one.**

- 1** Because you should always know what to do if you feel ill during this outbreak, we've developed a set of easy-to-follow steps on where to go and when at www.HighmarkAnswers.com.
- 2** We're covering all COVID-19 testing at 100% when recommended by a medical professional. That means copays, deductibles, and coinsurance do not apply for the COVID-19 test for most plans. Call the Member Services number on the back of your card to check — this number is specific to your plan and offers the fastest path to the right answers.
- 3** If you have telemedicine access through Highmark, we're waiving all copays, deductibles, and coinsurance for the next 90 days, because the safest place for you if you're sick is at home. This includes behavioral health services for those feeling high levels of stress or anxiety. Check your plan at www.HighmarkBlueShield.com.
- 4** We've established a Coronavirus Command Center to ensure we can maintain all operations and member services at a level of excellence. Know we are here for you, now and always.
- 5** Because we want no one to feel abandoned or alone during this crisis, we've mobilized a team of member engagement guides to personally reach out to our most vulnerable members to check in and answer any questions they may have.
- 6** Be smart and check your supply of prescription medicines. If you have prescription coverage through Highmark, you can now obtain 30-day refills for your maintenance medications before their refill date — your plan will cover these refills. Your pharmacist can help you get additional refills. We also encourage you to take advantage of the 90-day mail order refill benefit that most plans now offer.

As we introduce more ways to help our members during this outbreak, we will reach out to you with additional updates. In the meantime, please visit www.HighmarkAnswers.com for straightforward and up-to-date answers to your most-asked health questions — plus a list of simple steps that can help keep you and your family safe.

We're here to help and are always just a click or a call away. One of the quickest ways to reach the help you need is the Member Service phone number on the back of your Highmark card (TTY users may call 711), 8 a.m. – 8 p.m., seven days a week. It's a direct path to care choices, counseling, and informed suggestions on your next steps.

Be calm. Be safe. Highmark can help.

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Stay even more connected with text messages*

Log in to your member website www.HighmarkBlueShield.com.

Click **Your Account** > **Account Settings** > **Contact Preferences** > and check **Yes, text me**.



*Standard message and data rates may apply

Content source: Centers for Disease Control and Prevention

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