

How your health plan helps you handle COVID-19

Here are just a few ways you can count on your benefits right now

Coronavirus is a type of virus that causes respiratory illness — an infection of the airways and lungs. COVID-19 is a new strain of coronavirus. It's part of the same family of coronaviruses that includes the common cold. Find out more about it and how you can look after yourself and those you care about at empireblue.com/coronavirus or the CDC website at cdc.gov/coronavirus.

What your Empire benefits will cover



Symptom checks and doctor visits from home

The Sydney Care mobile app is a quick and easy way to get health answers — without leaving home. The app includes a Coronavirus Assessment tool that's designed to help you check your potential risk in just minutes.

You can assess your symptoms, and then, if you choose to, the app will connect you to a doctor through a LiveHealth Online video session or a telehealth text session right from your phone. The doctor you chat with or see can evaluate your symptoms, help you understand whether you're at risk for COVID-19, and tell you if you should visit a local health care provider in person for COVID-19 testing. Depending on your plan's benefits, you may have out-of-pocket expenses.

Download the Sydney Care mobile app from the App Store® or Google Play™ today.



Telehealth benefits

Telehealth visits through LiveHealth Online or other telehealth technologies that primary care doctors in your plan use are available to you at no cost between now and June 14, 2020. You can get one telehealth text visit through Sydney Care at no cost between now and June 14, 2020. Additional telehealth text sessions cost \$19 each. Download the Sydney Care mobile app today.

Most 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 to use telehealth services after June 14, 2020.



COVID-19 testing

If you need a COVID-19 test, it's covered — with no out-of-pocket costs. We'll also cover the visit where you get the test, whether that's at a doctor's office, urgent care center or emergency room.



Early prescription refills

If you have an Empire pharmacy plan, you can get a 30-day emergency refill early, where permitted, for most maintenance medications.

If your plan includes a 90-day home delivery pharmacy benefit, talk to your doctor about changing to a 90-day supply of your prescription. And you can get it delivered right to your door. If you have questions, call the Pharmacy Member Services number on your ID card.