



# IBEW Local 18-Sponsored Health Plans

## Important Benefit Contact Information for Coronavirus (COVID-19)

With growing concerns regarding the Coronavirus (COVID-19) we wanted to be sure our members and retirees have a peace of mind with access to available resources, just in case you or your loved ones start feeling sick. If you are enrolled in an IBEW Local 18-sponsored Anthem Blue Cross plan, you can always contact your Anthem Blue Cross provider, but please know that you and your enrolled dependents have access to the following resources:

### COVID-19 Testing is Covered

Anthem is waiving any copays, coinsurance, deductibles, and prior authorization/referrals (for on-site testing) for testing used to diagnose COVID-19.

On-site testing for COVID-19 does not require authorization from your provider, but must be received from an FDA/CDC-approved facility. At-home or self-administered COVID-19 testing is also not required to be authorized by a provider, but must be received from an FDA/CDC-approved vendor.

Please note, large retail chain pharmacies have partnered with the U.S. Department of Health and Human Services to cover the cost of COVID-19 tests administered by retail pharmacies in a variety of new locations, including "parking lot" test sites. **These pharmacies will bill the government to cover the cost of these tests. Anthem will not cover these tests.** In addition to the retail pharmacy locations, more labs have started to offer direct-to-consumer testing that can be purchased without a care provider ordering the test, such as QuestDirect and others. If tests are purchased by a member directly from a lab and without a provider ordering and accurately billing for the test, these costs may be the member's responsibility as articulated by those labs direct-to-consumer programs.

### How to Receive an At-Home COVID-19 Test (Pixel by LabCorp)

To avoid wait times and appointments, you can request a COVID-19 at-home testing kit to be mailed directly to you at your address. To receive an at-home COVID-19 test please visit <https://www.anthem.com/ca/coronavirus/> and click "Find a Testing Center." On the next screen (COVID-19 Test Site Finder) enter your Zip Code or location in the "Find Near Me" box and click submit; on the next screen select "Learn More" under "COVID-19 Test (At-Home Kit)."

Next to Pixel by LabCorp select "Get Started" twice (on the next screen as well). Complete the COVID-19 At-Home Test Kit Survey based on your symptoms and health risks. If you are eligible for the testing kit, click "I'd like to use my insurance or I am uninsured". Enter your personal information including address and Anthem Blue Cross member information and a test will be available for \$0.00. You will be prompted to verify your email address and a COVID-19 testing kit will be shipped to your address.

Upon receipt of your At-Home testing kit, please complete the instructions included in the kit, including the kit registration instructions <http://www.mybenefitsbrochure.com/kit/instructions.pdf>. Upon completion, return the kit to Pixel by LabCorp by following the return FedEx instructions. You will be required to register your kit online and any samples must be received at Pixel by Labcorp on the same day they are taken. The average wait time to deliver results to the LabCorp portal is 2-3 days from when your sample is received at Pixel by LabCorp, confirmation will also be sent via email.

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## COVID-19 Antibody Testing is Covered

For any members/retirees enrolled in an IBEW Local 18-sponsored Anthem Blue Cross medical plan, please be aware that you also have access to fully-covered COVID-19 antibody (serology) tests. Anthem will cover and waive cost share for serology tests when they are used for health diagnostic purposes and meet the criteria of the CARES Act and direction from the Centers for Medicare and Medicaid Services.

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## COVID-19 Treatment is Covered

**Additionally, effective immediately Anthem Blue Cross is waiving all member cost share (i.e. copays, coinsurance, and deductibles) for the treatment of COVID-19.** If you are enrolled in an IBEW Local 18-sponsored Anthem Blue Cross medical plan and are diagnosed as having COVID-19, you won't have to pay any out-of-pocket costs (including no copays for PPO members) if you get treatment for COVID-19 from doctors, hospitals, and other health-care professionals in your plan's network through **December 31, 2020**.

Treatment for COVID-19 must be medically necessary as authorized by your provider and must be received from an FDA/CDC-approved facility.

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## Filing a COVID-19 Testing/Treatment Claim

If you received COVID-19 on-site testing, at home testing or treatment (if medically necessary) from an FDA/CDC-approved facility, those services should have been covered at no cost to you. In the event that you received a bill from the facility, you can submit a claim form for reimbursement to Anthem Blue Cross by accessing their claim form in the following link: <https://www.anthem.com/docs/24066CAMENABC-public.pdf>

Please note, that your treatment must have been medically necessary as authorized by your doctor and received at an FDA/CDC-approved facility. COVID-19 on-site testing and at-home testing are covered (without authorization/referral), at no member cost share regardless of your date of service, however, COVID-19 treatment and services are only fully-covered for dates of service between April 1, 2020 through December 31, 2020.

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## Locate a COVID-19 Testing Facility

Members and dependents can instantly locate a nearby COVID-19 testing facility with Anthem's locator tool, using the Sydney Care app or by contacting Anthem Customer Service directly at the number on the back of their ID card at **(800) 227-3771**.

Anthem has also partnered with Castlight Health to help members find a COVID-19 testing location. To quickly locate nearby testing centers, please enter an address, ZIP Code, or City in the following link: <https://www.anthem.com/microsites/covid19-assessment/covid-finder.html>

## **NEW! Sydney Care**

Enrolled members/retirees and dependents now have access to Anthem's Sydney Care mobile app at no cost. Sydney Care is available to help members assess their risk for COVID-19 and connect with a doctor if needed. Within minutes, you'll be able to check your symptoms and connect to care. A Coronavirus Risk Assessment is embedded in Sydney Care. **If you need medical care after you assess your symptoms, the app will connect you to a doctor through a LiveHealth Online video session or Virtual Care text session.**

The doctor you see through your telehealth visit can evaluate your symptoms, help you understand whether you are at risk for COVID-19, and let you know whether you need to visit a local health care provider for COVID-19 testing.

**The Sydney Care Coronavirus Assessment is always free, however please note that any virtual text sessions with a doctor cost \$19 each.**

Members can download the Sydney Care app through the App Store or Google Play and get started in just minutes.

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## **LiveHealth Online**

Enrolled members/retirees and dependents can sign up for LiveHealth Online which provides you access to a board-certified doctor from the comfort of home, minimizing the risk of exposure to yourself and others. Doctors are available 24/7 via smartphone, tablet, or computer webcam. The doctor you see via LiveHealth Online can evaluate your symptoms, determine whether you're at risk for COVID-19, and let you know whether you need to visit a local health care provider in person for COVID-19 testing. **Visits to LiveHealth Online doctors are available at \$0 copay for enrolled members/retirees and dependents, however, please note that you will be required to enter a credit card upon registration due to system requirements and to process any prescriptions.**

You can register for LiveHealth Online on your computer or mobile device via the LiveHealth Online app or on the web at [www.livehealthonline.com](http://www.livehealthonline.com). Alternatively, you can find LiveHealth Online through the IBEW Local 18 Mobile Health Consumer app; simply tap the tile on the home screen to launch LiveHealth Online from your mobile device.

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## **24/7 NurseLine**

Registered nurses can answer your COVID-19 health-related questions wherever you are — any time, day or night. All you need to do is call the number included on the back of your Anthem Blue Cross ID card at **(800) 977-0027**.

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## **IngenioRx Early Prescription Refill Limits**

Anthem is relaxing early prescription refill limits, where permitted, for members/retirees and dependents who wish to refill a 30-day supply of most maintenance medications early. Additionally, please talk to your doctor about whether changing from a 30-day supply to a 90-day supply of your prescriptions is appropriate. Those filling 90-day prescriptions can get most of their medications through our home delivery pharmacy. Please call the Pharmacy Member Services number included on the back of your Anthem Blue Cross ID card at **(833) 261-2466**.

## Optum Public Crisis Line

All members, retirees, and their dependents have access to Optum's toll-free emotional support help line at no additional cost. The Optum Public Crisis Line is available to anyone, so you can share it with your family and friends. Caring, licensed professionals will connect you to any support and resources you need during this challenging time. For 24/7 support please contact Optum at **(866) 342-6892**.

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## Optum Behavioral Health and EAP Benefits

We understand that these are difficult times for members/retirees and their families. If you or your family members need assistance, please call Optum Behavioral Health at the number on your ID card. An Optum representative will perform an over the phone intake to ensure you get the care you need. Optum can also conduct an appointment search with a behavioral health provider for you, but you will need to call the provider to confirm your appointment time and date.

Starting April 1, 2020 all members enrolled in an IBEW Local 18-sponsored medical plan have access to a new Employee Assistance Program (EAP) through Optum Behavioral Health. All enrolled members (and your household members too) **have eight confidential sessions with a behavioral health counselor available per incident.**

To get started please contact Optum Behavioral Health and EAP at **(877) 449-6710** or navigate to [www.liveandworkwell.com](http://www.liveandworkwell.com) and enter access code: **IBEW18**