

Bledsoe Health Trust
Coronavirus Announcement
FINAL DRAFT – As of 3/20/2020

[BLEDSOE HEALTH TRUST BLOG ARTICLE:](#)

Coronavirus (COVID-19): Get the Facts (as of 3/19/2020)

Many of you may have questions about the new coronavirus disease called COVID-19. There is a lot of information in the news and on social media. But it's important to stick to the facts as we know them currently. As new information comes to light, we will update this information.

Prevention: The best way to prevent illness to COVID-19 – or any communicable disease such as the flu – is to avoid exposure by using everyday preventive actions. [Click here](#) for preventive tips from the Centers for Disease Control (CDC) including tips for [healthcare workers](#), people who are [taking care of someone in close settings](#) and [specific guidelines for travelers](#).

Diagnosis and Treatment: We ask everyone follow the recommendations of the [CDC](#). If you have a fever, cough, and shortness of breath, you are encouraged to begin by seeing a doctor from the comfort of your own home through MDLIVE. With MDLIVE, a health care provider can evaluate you and help with next steps, if necessary, while minimizing the risk of the spread of COVID-19 and other viruses such as the flu.

MDLIVE:

- No cost to you
- Available 24/7
- By phone: 1-888-725-3097
- Online: [MDLIVE.com/regence-or](#)
- Download the app: Apple Store, Google Play, and Windows Store
- Register on [MDLIVE.com/regence-or](#) before March 31 for a chance to win a \$50 gift card!

If you are having a medical emergency, call 9-1-1.

Benefit Coverage: The Bledsoe Health Trust is following the recommendations of state and federal guidelines and is waiving all cost sharing (deductibles, copayments and coinsurance) for medically necessary screening and testing for COVID-19 for members and their enrolled dependents. This applies to screening and testing services provided by and conducted in in-network *and/or* out-of-network facilities.

Wherever possible, we encourage you to use an in-network provider through Regence. You can search for Preferred and Participating Providers on [Regence.com](#). Simply register and log in to search within your network. Or, call Regence Customer Service at 1-800-245-9272 to request a printed copy of Preferred and Participating Providers.

If a Bledsoe Health Trust member is diagnosed with COVID-19, all treatment, including but not limited to hospital, transportation and pharmacy services, will be covered in accordance with the terms and conditions set forth in the coverage document for the member's health plan.

Prescription Drugs: If you currently fill 30-day supplies of your medication at a local pharmacy and would like a longer-term supply, consider mail-order through Express Scripts Home Delivery. You can ask your physician to write your prescription for a 90-day supply, plus refills for up to 1 year (as appropriate) and fill it at [Express Scripts Home Delivery](#) (opioids not included). To get started, call Express Scripts: 1-800-398-4305 (Active) or 1-800-311-2757 (Retiree).

Vaccine Coverage: There is currently no vaccine to protect against the new coronavirus. The best way to prevent infection is to follow the prevention tips as advised by the CDC. And while there is no specific antiviral treatment, people with coronavirus can seek medical care to help relieve symptoms.

Again, we strongly encourage members to begin by seeing a doctor virtually through MDLIVE to determine next steps, if necessary. If you are having a medical emergency, call 9-1-1.

Mental Health Well-Being: If you are feeling anxiety, stress or depression, MDLIVE behavioral healthcare providers are available – at no cost to you - to help you cope with and manage any mental health issues that you may be experiencing. Counseling services are private and confidential.

You also have access to mental health services through your health plan. The Plan covers inpatient and outpatient mental health and substance use disorders with no deductible required for outpatient services.

For tips on coping with working from home, isolation and loneliness, [click here](#).

How is my health plan responding to COVID-19?

The Bledsoe Health Trust providers are committed to providing uninterrupted service for their members and healthcare providers.

For the latest on COVID-19 and what Regence is doing to support the Bledsoe Health Trust members, [please visit their blog](#). And, as always, the Regence customer service team stands ready to answer any questions about coverage, in-network providers, and more: 1-800-245-9272.

Where can you find more information about COVID-19:

You may find more information on [Centers for Disease Control's \(CDC\) website](#), or the [Oregon Health Authority website](#) where you can also subscribe for updates and connect to information on their social media sites. For general information on novel coronavirus in Oregon, call 211. If you are having a medical emergency, call 911.