



COVID-19 benefits and services

Due to the COVID-19 pandemic, we've added or expanded certain Blue Cross Complete benefits. We want you to be safe and healthy, while continuing to receive the care you need. For up-to-date COVID-19 resources and information, visit mibluccrosscomplete.com/covid-19 or michigan.gov/coronavirus*. For information about the COVID-19 vaccine, visit michigan.gov/covidvaccine*.

Telehealth

With telehealth, also called telemedicine, you can receive health services by phone or video call. This can be a good option for certain types of care, such as behavioral health visits and completing a *Health Risk Assessment*, as it allows you to address medical concerns and maintain social distancing. Ask your doctor's office if they offer telehealth services. When you set up an appointment, your doctor will provide additional instructions. See your Member Handbook for more information about telehealth. Or visit mibluccrosscomplete.com, hover over *Member Benefits*, then click *Telehealth*.

Testing

If you develop symptoms of COVID-19, such as shortness of breath, fever or cough, or you've been exposed to someone who tested positive for COVID-19, contact your doctor. Or call our 24-hour Nurse Help Line at **1-888-288-1724** (TTY: **1-888-987-5832**), 24 hours a day, seven days a week. The doctor or nurse can help determine if you should be tested for COVID-19.

Testing done at a clinic, lab or pharmacy is more reliable than a self-test, especially if you don't have symptoms, according to the Centers for Disease Control and Prevention. Home testing is also available if you can't get to a testing site. Blue Cross Complete covers all COVID-19 testing, including in-home testing kits. Bring a photo ID and your Blue Cross Complete member ID card to the testing site.

The Michigan Department of Health and Human Services is working with neighborhood testing sites across Michigan to offer no cost COVID-19 tests and vaccines. Find a testing site in your area by visiting michigan.gov/coronavirus and scrolling down to *Community Testing Events*.

A self-test, also called a "home test" or an "over-the-counter" test, offers fast results and can be done on your own, as needed. Blue Cross Complete covers one self-test per day from a Medicaid-enrolled pharmacy. A health care provider, such as your doctor, nurse or pharmacist, must prescribe the test. If you have questions about self-test coverage, call Pharmacy Customer Service at **1-888-288-3231** Monday through Friday from 8:30 a.m. to 6 p.m. TTY users call **1-888-988-0071**. You can also have four no-cost test kits mailed to your home by visiting covidtests.gov.

COVID-19 vaccine

People five and older can receive a COVID-19 vaccine at no cost. The CDC also recommends a booster dose for everyone 12 and older at least five months after receiving your primary vaccination series. This includes people who are pregnant, breastfeeding, trying to become pregnant or might become pregnant later. Talk with your doctor or pharmacist about getting vaccinated. A consultation visit is covered for parents who want to discuss vaccination with their child's pediatrician.

Vaccine recommendations are frequently changing. Visit [cdc.gov](https://www.cdc.gov) or michigan.gov/covidvaccine for the most updated information about vaccines and who is eligible and recommended to get them.

Visit michigan.gov/covidvaccine* to find a vaccine site near you. Once you find one, contact that site for more information about their services. You can get interpretation services through Blue Cross Complete at no cost by calling Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**. For more information about the COVID-19 vaccine, visit mibluccrosscomplete.com/covid-19.

**Blue Cross Complete doesn't own or control this website*

Copayments

There are no copays for COVID-19 testing, treatment or vaccines. This includes office visits, prescriptions, diagnostic imaging, medical supplies and equipment, and inpatient and outpatient hospital stays for treatment related to COVID-19. Copays for these services are waived for Healthy Michigan Plan members during the COVID-19 emergency period. Traditional Medicaid members don't have copays for services covered by Blue Cross Complete.

Transportation services

You can get transportation to vaccination or testing sites where you can be dropped off. Our transportation provider won't bring members through drive-thru vaccination or testing sites. If you drive yourself or are driven by a friend or family member, you may be able to receive reimbursement for gas. For more information or to schedule a ride, visit mibluccrosscomplete.com/transportation. Or call **1-888-803-4947** Monday through Friday from 8 a.m. to 5:30 p.m. TTY users call **711**.

Durable medical equipment

You can have durable medical equipment, such as breathing and medical supplies, delivered to your home. Quantity limits and prior authorizations have been waived. This includes replacements if equipment is lost or damaged. Medical supplies you typically have delivered to your home, including diabetes supplies, incontinence supplies and enteral formula, are included. Surgical masks, hand sanitizer, gloves and patient gowns are covered. Your doctor can help you get durable medical equipment if you need it. Ask your doctor for a DME prescription if you need a surgical face mask. This isn't an N95 mask. You can get up to three no-cost N95 masks at participating pharmacies and stores, such as Meijer, CVS and Kroger.



Nondiscrimination Notice and Language Services

Discrimination is against the law

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross Complete of Michigan:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Blue Cross Complete of Michigan Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **1-888-987-5832**).

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- **Blue Cross Complete of Michigan Member Grievances**
P.O. Box 41789
North Charleston, SC 29423
1-800-228-8554
(TDD/TTY: **1-888-987-5832**)
- If you need help filing a grievance, Blue Cross Complete of Michigan Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
(TDD/TTY: **1-800-537-7697**)

Complaint forms are available at:
hhs.gov/ocr/office/file/index.html.

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