



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 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.

Telehealth services can be used for:

- Preventive health
- Prenatal visits
- Behavioral health
- Prescription refill requests
- Identifying and, in some cases, treating COVID-19
- *Health Risk Assessment* completion for Healthy Michigan Plan members
- Emergency dental

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. Blue Cross Complete covers testing, with the exception of in-home testing kits.

Requirements about appointments and whether a prescription is needed vary at different testing sites. No matter where you go, bring a photo ID and your Blue Cross Complete member ID card. Find testing locations at michigan.gov/coronavirus. Scroll down and click *Find a Test Site*.

COVID-19 vaccine

You can receive a COVID-19 vaccine at no cost to you. According to the Centers for Disease Control and Prevention, more vaccine doses will become available during the coming months as the supply increases. You can visit the state public health website at

michigan.gov/covidvaccine for the most up-to-date information. Talk with your doctor and/or pharmacist about getting vaccinated if you're eligible and choose to get it. The Food and Drug Administration has not currently authorized the use of a COVID-19 vaccine for children ages 15 and younger.

Where you can get a vaccine will vary by community. Not everyone is eligible to get a vaccine at this time. Once you know you're eligible for vaccination and where you can be vaccinated, 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.

Copayments

There are no copays for COVID-19 testing, treatment or vaccines. This includes office visits, prescriptions, diagnostic imaging, medical supplies and equipment and in- and out-patient hospital stays for COVID-19-related treatment. 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

Our transportation service is still providing rides during the pandemic. You can get transportation to walk-up testing sites where you can be dropped off. Our transportation provider won't bring members through drive-thru testing sites. You can also use our transportation service to get to and from your vaccine appointments at no cost. 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**.

Prescription refills

You may be able to get early refills after 50% of monthly usage for non-controlled substance prescriptions, if you have refills available. Controlled substances (opioids) and anti-anxiety drugs can't be refilled early. Some pharmacies offer free delivery or curbside pickup services for medications. Ask your local pharmacist if these services are available. If you need to talk to your doctor about your prescription, a telehealth visit may be an option for you.

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 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 non-N-95 face mask.



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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