

Spanish:

Manténgase a salvo juntos: lidiando con COVID-19

Según los Centros para el Control y la Prevención de Enfermedades, la mejor manera de prevenir la propagación del coronavirus, conocido como COVID-19, es evitar la exposición. Aquí hay algunos recordatorios para ayudarle a mantenerse seguro:

- El virus se propaga principalmente de persona a persona por gotitas o contacto directo. COVID-19 puede propagarse cuando estás a menos de seis pies de alguien. Puede ayudar a detener la propagación del virus mediante el distanciamiento social, el lavado de manos y el uso de una máscara facial en lugares públicos.
- Pregúntele a su médico sobre el uso de la telemedicina para las citas de rutina y COVID-19. También puede usar la telemedicina para citas de salud mental para ayudar a lidiar con el estrés y la ansiedad. La telemedicina puede ser una llamada telefónica con su médico o una videollamada con un teléfono inteligente. También puede hablar con su dentista a través de una cita virtual.
- Visite el michigan.gov/coronavirus para encontrar un sitio de prueba en su área.

Para obtener la información más actualizada sobre el coronavirus y COVID-19:

- Visite michigan.gov/coronavirus
- Visite [la página web COVID-19](#) de los CDC
 - [Ver recursos traducidos de los CDC](#)

Para obtener ayuda y apoyo, llame a:

- Línea de ayuda de enfermería de Blue Cross Complete's las 24 horas: **1-888-288-1724** (TTY: **1-888-987-5832**)
- Línea directa de MDHHS al **1-888-536-6136**
 - los siete días a la semana de 8 a.m. a 5 p.m.
- Línea de llamada de MDHHS para personas con problemas de aislamiento, trauma o salud mental al **1-888-733-7753**
 - los siete días a la semana de 10 a.m. a 2 a.m.
- Línea de ayuda de la Administración de Servicios de Salud Mental y Abuso de Sustancias en casos de desastre: **1-800-985-5990** o envíe un mensaje de texto con la palabra TalkWithUs al 66746 (TTY: **1-800-846-8517**)
- Línea Nacional de Prevención del Suicidio: **1-800-273-8255**



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English

Stay safe together – dealing with COVID-19

According to the Centers for Disease Control and Prevention, the best way to prevent the spread of the coronavirus, known as COVID-19, is to avoid being exposed. Here are some reminders to help keep you safe:

- The virus spreads mainly from person to person by droplets or direct contact. COVID-19 can spread when you're within six feet of someone. You can help stop the spread of the virus through social distancing, washing your hands and by wearing a face mask when in public places.
- Ask your doctor about using telemedicine for routine and COVID-19 appointments. You can also use telemedicine for mental health appointments for help coping with stress and anxiety. Telemedicine can be a phone call with your doctor or a video call using a smartphone. You can also talk to your dentist through a virtual appointment.
- Visit michigan.gov/coronavirus to find a testing site in your area.

For the most up-to-date information about the coronavirus and COVID-19:

- Visit michigan.gov/coronavirus
- Visit the CDC's [COVID-19 webpage](#)
 - [View Translated CDC Resources](#)

For assistance and support, call:

- Blue Cross Complete's 24-hour Nurse Help Line: **1-888-288-1724** (TTY: **1-888-987-5832**)
- MDHHS Hotline at **1-888-536-6136** seven days a week from 8 a.m. to 5 p.m.
- MDHHS warmline for those with isolation, trauma or mental health issues: **1-888-733-7753**
 - Every day from 10 a.m. to 2 a.m.
- Substance Abuse and Mental Health Services Administration's Disaster Distress Helpline: **1-800-985-5990** or text TalkWithUs to 66746 (TTY: **1-800-846-8517**)
- National Suicide Prevention Lifeline: **1-800-273-8255**



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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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