



COVID-19 benefits and services

Due to the COVID-19 pandemic, certain Blue Cross Complete benefits have been added or expanded. 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/resources/coronavirus.html or michigan.gov/coronavirus.

Telehealth

Also referred to as telemedicine, this benefit allows you to receive health services using a phone or video call. This can be a good option for certain types of care, allowing you to maintain social distancing while maintaining your health. Talk to your doctor's office to see if they offer telehealth services. When you set up an appointment, your doctor will provide you with additional instructions. Audio-only calls will only be covered up to 30 days after the end of the Michigan state of emergency.

Telehealth services can be used for:

- Preventive health services
- Prenatal visits
- Behavioral health services
- Requesting prescription refills
- Identifying and treating COVID-19
- *Health Risk Assessment* completion for Healthy Michigan Plan members
- Emergency dental

See your Member Handbook for more information about 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 go in for testing. Blue Cross Complete covers testing, with the exception of in-home testing kits, which can be unreliable and produce false results.

Different testing sites have different requirements regarding appointments and whether a prescription is needed. No matter where you go, bring a photo ID and your Blue Cross Complete member ID card. Find testing locations by visiting mibluccrosscomplete.com/covid-19. Or visit michigan.gov/coronavirus and click *Find a Test Site*. You can also type "coronavirus finder" in the search box, click *SEARCH* then click on the *Coronavirus Finder* link and follow the instructions.

Healthy Michigan Plan copayments

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

Transportation services

LogistiCare is still providing transportation during the pandemic. You can get transportation to walk-up testing sites where you can be dropped off. LogistiCare won't bring members through drive-thru testing sites. You can receive reimbursement for rides that are medically necessary if you use your car or your neighbor's car, for example. Find more information at mibluccrosscomplete.com/transportation.

Prescription refills

You can get early refills on your prescriptions if you have refills available. You can get early refills after 50% of monthly usage for noncontrolled substance prescriptions. Controlled substances (opioids) and anti-anxiety drugs can't be refilled early. Many pharmacies are offering free delivery services for medications. If you're interested, check with your local pharmacy to see if this service is available.

Durable medical equipment

You can have durable medical equipment, such as breathing equipment 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 or covering.



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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mibluecrosscomplete.com

Blue Cross Complete of Michigan LLC is an independent licensee of the Blue Cross and Blue Shield Association.

Multi-language interpreter services

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you.

Call 1-800-228-8554 (TTY: 1-888-987-5832).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-228-8554 (TTY: 1-888-987-5832).

Arabic: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-228-8554 (TTY: 1-888-987-5832).

Chinese Mandarin: 注意: 如果您说中文普通话/国语，我们可为您提供免费语言援助服务。请致电: 1-800-228-8554 (TTY: 1-888-987-5832)。

Chinese Cantonese: 注意：如果您使用粵語，您可以免費獲得語言援助服務。請致電 1-800-228-8554 (TTY: 1-888-987-5832)。

Syriac: ܡܠܘܚܘܙܗ: ܐܢܬܝܢ ܚܘܢܐܢܝܢ ܬܘܚܬܝܢ ܠܠܘܓܐ ܥܘܨܪܝܬܝܢ ܥܘܨܪܝܬܝܢ ܕܠܘܓܐ ܥܘܨܪܝܬܝܢ ܐܠܡܫܘܩܝܢ ܕܠܘܓܐ ܥܘܨܪܝܬܝܢ. ܐܬܠܘ ܒܥܝܢܝܢ 1-800-228-8554 (TTY: 1-888-987-5832).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-228-8554 (TTY: 1-888-987-5832).

Albanian: VINI RE: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-228-8554 (TTY: 1-888-987-5832).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-228-8554 (TTY: 1-888-987-5832) 번으로 전화해 주십시오.

Bengali: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃখরচায় ভাষা সহায়তা পেতে পারেন। 1-800-228-8554 (TTY: 1-888-987-5832) নম্বরে ফোন করুন।

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-228-8554 (TTY: 1-888-987-5832).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-228-8554 (TTY: 1-888-987-5832).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-228-8554 (TTY: 1-888-987-5832).

Japanese: 注意事項: 日本語を話される場合、無料の通訳サービスをご利用いただけます。1-800-228-8554 (TTY: 1-888-987-5832) まで、お電話にてご連絡ください。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-228-8554 (TTY: 1-888-987-5832).

Serbo-Croatian: PAŽNJA: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-228-8554 (TTY: 1-888-987-5832).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-228-8554 (TTY: 1-888-987-5832).