



COVID-19 (Coronavirus) Response by Carrier

Carrier Guidance for Small and Large Group
Updated: 8/14/20 | 8:00 a.m. (PST)

Anthem Blue Cross

Carrier Responses

Coverage

Anthem members will not have to pay anything out of pocket if they get care or testing for COVID-19 from doctors, hospitals and other health care professionals in their plan's network through December 31, 2020.

Relaxing early prescription refill limits for members who wish to receive a 30-day supply of most maintenance medications, where permissible.

Special enrollment period for those who previously waived coverage will be allowed between June 8, 2020 through July 31, 2020 for an 8/1 effective date.

Telemedicine

Anthem will be waiving any member cost share through September 30, 2020 for telehealth visits, including visits for mental health and select Physical, Occupational and Speech therapies, for our fully insured employer plans, Individual plans, Medicare plans and Medicaid plans, where permissible.

Anthem is encouraging its members to use [LiveHealth Online](#) to virtually connect to a doctor through a live video chat on their phone, tablet, or computer.

Anthem offers 24/7 NurseLine. With 24/7 NurseLine, members can ask registered nurses a variety of questions, including how to choose the right level of care.

Members can also use Anthem's [Sydney Care mobile app](#) today for a quick and easy way to evaluate symptoms and see a doctor. Members first two text sessions are free through December 31, 2020. Additional text visits are \$19 each.

Resources

[Anthem What you Need to Know \(COVID-19\)](#)

[COVID-19 Symptom Assessment](#)

[Find a COVID-19 Testing Site](#)

[NurseLine 24/7](#)

[LiveHealth Online app](#)

[Sydney Care app](#)