

Dear Member:

Our commitment to the health of our members and communities is unwavering during COVID-19. BCCHP, in coordination with the Department of Healthcare and Family Services (HFS), has made changes so accessing services is easier. The main changes to accessing your BCCHP benefits for COVID-19 are below. We are here to help and keep you informed during COVID-19. If you have any questions, please call Member Services at **1-877-860-2837** (TTY/TDD 711). The call is free.

The Novel Coronavirus 2019 (COVID-19) is a new virus with some of the same symptoms as a common cold or the flu. Symptoms may include fever, cough or shortness of breath. If you develop symptoms, call your doctor. Your doctor will decide if you need to be tested and where to go. If you are diagnosed with COVID-19, contact your doctor or Care Coordinator for help with your healthcare needs.

Your Coverage	
<b>COVID Testing and Care</b>	<ul style="list-style-type: none"> <li>• Testing and testing-related visits for COVID-19 are covered by BCCHP.</li> <li>• COVID-19 treatment and costs associated to COVID-19 are covered as well.</li> <li>• As with all BCCHP services, there is no copay or deductible.</li> </ul>
<b>Drug Prescriptions*</b>	<ul style="list-style-type: none"> <li>• We have temporarily lifted restrictions for early drug refills! In some situations, you may get an early refill. Pharmacists can provide an early fill on most medications. Contact your pharmacy to ask for an early fill.</li> <li>• You can use your 90-day supply benefit. A 90-day supply is for members that need maintenance medications. You can also get at home delivery through our Mail Order Program.</li> </ul>
<b>Telehealth**</b>	<ul style="list-style-type: none"> <li>• Telehealth benefits have expanded to include more types of providers and more telehealth options in which a provider can deliver you services. This includes, but is not limited to, dietitians, therapists and physicians.</li> <li>• BCCHP now covers medically necessary telehealth, virtual visits and digital video consultations. For participating healthcare providers, there is no copay nor a deductible.</li> </ul>

*\*To find a network pharmacy, you can look in the Pharmacy Directory or visit our BCCHP website. You can also contact Member Services to find a pharmacy or set up a Mail-Order service.*

*\*\*Telehealth is when a medical provider gives a healthcare service through an interactive phone or digital video. Please call your prescriber to see if they offer telehealth services.*

Our Care Coordinators are here to help! Care coordinators can help manage your care and get you healthcare services. Please call care coordination if you need help with meals, in-home services or other specialized needs. The care coordination team can be reached at **855-334-4780** (TDD 711).

## Who to Call

*All calls are free!*

- Member Services **1-877-860-2837 (TTY/TDD 711)**: For all general questions about benefits and services.
- 24/7 Nurseline **1-888-343-2697 (TDD 711)**: For health-related questions.
- Care Coordination Team **855-334-4780 (TDD 711)**: Support for getting food, housing and other specialized needs.

If you have any further questions, please call Member Services. We can be reached at **1-877-860-2837**. TTY/TDD users, please call 711. We are available 24 hours a day, seven (7) days a week. The call is free.

Sincerely,

Blue Cross Community Health Plans

Blue Cross Community Health Plans is provided by Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association.

To ask for supportive aids and services, or materials in other formats and languages for free, please call,  
1-877-860-2837 TTY/TDD:711.

Blue Cross and Blue Shield of Illinois 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 and Blue Shield of Illinois does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Illinois:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free 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 Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Illinois 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: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35<sup>th</sup> floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, [Civilrightscoordinator@hsc.net](mailto:Civilrightscoordinator@hsc.net). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator 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, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or 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, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-877-860-2837 (TTY/TDD: 711)**.

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-860-2837 (TTY/TDD: 711)**.

**繁體中文 (Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-860-2837 (TTY/TDD: 711)**。

**Tagalog (Tagalog – Filipino):** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-860-2837 (TTY/TDD: 711)**.

**Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-877-860-2837 (ATS : 711)**.

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-860-2837 (TTY/TDD: 711)**.

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-860-2837 (TTY/TDD: 711)**.

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-860-2837 (TTY/TDD: 711)**번으로 전화해 주십시오.

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-877-860-2837 (телетайп: 711)**.

**العربية (Arabic):**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-778-068-7382 (رقم هاتف الصم والبكم: 117).

**हिंदी (Hindi):** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-877-860-2837 (TTY/TDD: 711)** पर कॉल करें।

**Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-860-2837 (TTY/TDD: 711)**.

**ગુજરાતી (Gujarati):** સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-877-860-2837 (TTY/TDD: 711)**.

**اُردُو (Urdu):** کریں کال۔ ہیں دستیاب میں مفت خدمات کی مدد کی زبان کو آپ تو، ہیں بولتے اردو آپ اگر: خبردار **1-877-860-2837 (TTY/TDD: 711)**.

**Polski (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-860-2837 (TTY/TDD: 711)**.

**ἑλληνικά (Greek):** ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-877-860-2837 (TTY/TDD: 711)**.