

Dear Member:

Blue Cross Community Health Plans is offered by Blue Cross and Blue Shield of Illinois. We are monitoring COVID-19 and what it means for our members.

What you need to know:

- The Novel Coronavirus 2019 (also known as COVID-19) is a new virus with some of the same symptoms as a common cold or the flu. According to the Centers for Disease Control and Prevention (CDC), older adults and people with chronic illnesses are at higher risk for more serious COVID-19 symptoms.
- Symptoms include fever, cough or shortness of breath. If you develop symptoms, call your doctor or the facility you are planning to go to before going. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent the spread of the virus and other infections. To find a network provider, you can look in the Provider Directory, visit our website, contact Member Services or contact your care coordinator.
- If you are diagnosed with COVID-19, contact your doctor or Care Coordinator for assistance with your healthcare needs

We are here to help:

- If you need support with getting food, housing, medication, transportation, the Blue Cross Community Care Coordination team is available. Please call **1-877-860-2837 (TDD 711)**. The call is free.
- For health-related questions call the 24/7 Nurseline at **1-888-343-2697 (TDD 711)**. The call is free.
- At this time, we've lifted restrictions on early refills of prescription drugs.
- Your doctor's visit, along with other tests and services (like hospitalization and ER services), are covered as they have always been.
- You can use your 90-day supply fill benefits at select retail pharmacies or using at home delivery. To find a network pharmacy, you can look in the Pharmacy Directory, visit our website, contact Member Services or contact your care coordinator.

Stay Informed:

- We want to help you stay informed and get the care and coverage you need. Read the latest updates at <https://www.bcbsil.com/covid-19.html>
- The CDC offers up-to-date COVID-19 information at <https://www.cdc.gov/coronavirus/2019-ncov>.

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.

During this evolving health issue, we are committed to standing with our members and communities.

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., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, 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)**.

قېر (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): ધ્યાન દે: જો તમે ગુજરાતી બોલો છો, તો તમને મુક્ત સહાયતા સેવાઓ ઉપલબ્ધ છે. **1-877-860-2837 (TTY/TDD: 711)** પર કોલ કરો.

Urdu (Urdu): دھیان دے: اگر آپ اردو بولتے ہیں تو آپ کے لیے مفت میں زبان کی مددگار خدمات دستیاب ہیں۔ **1-877-860-2837 (TTY/TDD: 711)** پر کال کریں۔

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

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