

In light of COVID-19, Liv Communities is committed to getting answers to your medical questions.

Preventing illness

There are some simple things you can do right now that will help you stay healthy. The Centers for Disease Control and Prevention have [some important tips](#). There is also more information at MiBluesperspectives.com, which talks about potential symptoms.

Additional Coverage

- **Telehealth visits** – Now through April 30th, Blue Cross is waiving member costs for medical visits through [Blue Cross Online Visits](#) or telemedicine medical visits conducted and billed through an in-network provider. This is to provide some relief for the health care system while also ensuring you can receive care from anywhere, including home.
- **Testing** – The cost of diagnostic lab testing for COVID-19 will be waived by Blue Cross when medically necessary and prescribed by a physician using CDC guidelines. Please note, this only includes the cost of the test. If it is done in conjunction with a medical visit, normal plan benefits would apply for the visit.
- **Treatment** – If you need treatment for an illness, your normal plan benefits would apply. Check your benefits online by logging in to your member account.
- **Prescriptions** – To make sure you don't run short on medications, Blue Cross is offering no early refill limits on 30-day maintenance medications*. Even better – you can get a 90-day mail-order prescription and skip the line at the pharmacy.

If you are interested in the 90-day mail order option, call the number on the back of your ID card. You can also log in to your member account at bcbsm.com and go to 'my coverage' then 'prescriptions' for online options.

Getting care

- **Primary care doctor:** The first stop for health care needs. A primary care doctor can help you navigate the system. Log in at bcbsm.com to find a network provider
- **24-hour Nurse Line:** You can contact a registered nurse free for health care advice or information about health concerns: 800-775-BLUE
- **Blue Cross Online Visits:** Members can have a face-to-face virtual visit with a board-certified doctor 24/7 anywhere in the U.S. The doctor can also prescribe medication. Visit bcbsmonlinevisits.com Now through 4/30, medical visits are provided at no cost to members.
- **Mental Health Services:** If you are anxious and need mental health or other personal support, help is just a phone call or click away. New Directions Mental Health Services: 800-762-2382; visit bcbsmonlinevisits.com for Blue Cross Online Visits Therapy.

* Does not apply to controlled substances such as opioids