Members stay safe and supported.   View email in a browser

Extra COVID-19 support for members

Members can see a doctor online at no extra cost through June 14, 2020 and enjoy flexible pharmacy benefits and more.

I'm writing today to share important changes to our benefits in response to COVID-19. We're making changes to expand access to care, eliminate certain out-of-pocket expenses and offer guidance and support to our customers and members.

We're changing members' benefits to give them extra support right now, including online visits with board-certified doctors 24/7 at no cost through June 14, 2020.

Here's how your Empire plan helps:

- **Check symptoms and get doctor visits from home.** Members can download the free Sydney Care mobile app for a quick and easy way to evaluate symptoms. They can connect with a doctor through a LiveHealth Online video session or a Virtual Care text session right from their smartphone. The doctor they connect with can evaluate their symptoms, help them understand whether they're at risk for COVID-19, and let them know whether they need to visit a local health care provider in person for COVID-19 testing. **LiveHealth Online is available for members at no extra cost through June 14, 2020.**

  Sydney Care is available to download now on Android or iOS. This app should accompany the Sydney Health app. Coronavirus Assessment functionality is in development and expected to be available within the next week. Members can also log in to their **empireblue.com** account and connect to LiveHealth Online.

- **They'll rest easy with more flexible pharmacy benefits.** Members can refill most prescriptions early. Empire is relaxing early prescription refill limits, where permitted, for members who wish to receive a 30-day supply of most maintenance medications early.

  Additionally, if your plan includes a 90-day mail-order pharmacy benefit, members should talk to their doctor about whether changing from a 30-day supply to a 90-day supply is appropriate. They can get their 90-day supply through our home delivery pharmacy for most medications. They can call the Pharmacy Member Services number on their ID card to learn more.

- **If members need a COVID-19 test, it's covered.** Your Empire health plan covers COVID-19 testing and the visit where they get the test with no out-of-pocket costs. If they're diagnosed as having COVID-19, your Empire health plan benefits apply to treatments.

Help your employees stay informed:

- Read the [FAQs](#).
- Share this [COVID-19 flier](#) to help educate.
- Encourage them to visit [empireblue.com/blog](#) for the latest news, prevention information and benefit options.

In this challenging and uncertain time, we're dedicated to helping our customers and the health of our communities, and Empire is working hard to remove barriers to accessing the care our members need. Thank you for choosing us as your healthcare partner.

Sincerely,

Pete D. Haytaian
Executive Vice President and President, Commercial and Specialty Business Division

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LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Empire BlueCross.