

Important Information About Your Island Operating Employee Benefits and COVID-19

effective April 2, 2020 - April 30, 2020

In uncertain times, you have access to benefits meant to keep you well, physically and emotionally.

Telehealth - MDLIVE

- If you need medical or behavioral health services during the COVID-19 pandemic, consider telehealth through MDLIVE.
- **For employees enrolled in our BCBS of Texas plan, Island Operating will temporarily cover the entire cost of your MDLIVE consultation.**
- Your condition must be clinically-appropriate in order to qualify for the no-cost option.
- *You may experience longer than normal wait times.*
- To set up an account or request a consultation, visit www.mdlive.com/bcbstx.
- You can also download the **MDLIVE app** by searching “MDLIVE” in the App Store or Google Play.

No cost
to you!

COVID-19 Testing **only applies to office visits, urgent care facilities and clinics, etc.**

Island Operating is temporarily covering the cost of COVID-19 testing for those enrolled in our BCBS of Texas plans.

Blue Access for Members

We encourage you to register for the Blue Cross Blue Shield Blue Access for Members website (www.bcbstx.com) and check back regularly for COVID-19 updates. You can also download the **BCBSTX app**.

Once you register for Blue Access for Members, you can also access your health plan information. You may also be able to:

- Review your claims status
- Order or print a replacement card
- Search for in-network care
- Research, estimate and compare costs

The Employee Assistance Program (EAP)

- As COVID-19 spreads, many people are anxious about the uncertainty of what is happening.
- If you find you are having difficulty managing stress or if a family member is overly worried about the effects of COVID-19, contact the EAP.
- Speak with a clinical professional 24 hours a day, 7 days a week.
- **All EAP services are free and confidential.**
- Visit www.guidanceresources.com (Company ID: DNDRS) or call 866-899-1363.

Additional Resources

- Centers for Disease Control (CDC):
www.cdc.gov/coronavirus/2019-ncov/index.html

- Informational Video:
https://flimp.me/Coronavirus_WhatToKnow

