

Independence Blue Cross: We have you covered



During this time of unprecedented change, Independence Blue Cross (Independence) remains committed to our customers, our members, and our community.



Enhanced benefits

- Free COVID-19 testing for members
- Cost sharing will be waived on in-network, inpatient acute care treatment for COVID-19.
- Expanded Telemedicine Services**
 - No-cost PCP telemedicine *through members' existing doctors* if their provider offers telemedicine*
 - Primary care through MDLive with no co-pay*
 - Specialist telemedicine *through members' current specialists* if their provider offers telemedicine*[‡]
 - Virtual visits for physical, occupational, and speech therapy*[‡]



Emotional support

- Telebehavioral health benefits



Tools and resources

- Landing page dedicated to providing the latest COVID-19 information at ibx.com/covid-19
- Listing of COVID-19 testing sites *updated daily*
- Listing of pharmacies with delivery capability
- Online Provider Finder with telehealth indicator for behavioral health[§]



Clinical support

- Nurse hotline available 24/7 at 1-800-ASK-BLUE
- Proactive clinical outreach for most vulnerable members

* Available through June 4, 2020.

** This is not a complete description of expanded benefits. Call the Member Help Team at the number on the back of your ID card for more information.

[‡] Cost-sharing applies to these services.

[§] Only available in Philadelphia region as of March 27, 2020.

Independence 

MDLIVE

COVID-19

We're all in this together.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association. Independence Blue Cross offers Medicare Advantage plans with a Medicare contract. Enrollment in Independence Medicare Advantage plans depends on contract renewal.

Telemedicine is provided by MDLIVE, an independent company.

Independence Blue Cross complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-275-2583 (TTY/TDD: 711).

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 1-800-275-2583 (TTY/TDD: 711)。