

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. Here's how we're working to support you and your employees:



Enhanced benefits¹

- Free COVID-19 testing for members
- Expanded Telehealth Services
 - No-cost PCP telemedicine *through members' existing doctors*²
 - Primary care through MDLive with no co-pay²
 - Specialist telemedicine *through members' current specialists*^{2,3}
 - Virtual visits for physical, occupational, and speech therapy^{2,3}
- Cost-sharing waived on COVID-19 treatment



Clinical support

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



Emotional support

- Telebehavioral health benefits
- Telemedicine coverage for Applied Behavior Analysis/Autism care^{2,4}
- Cognitive Behavioral Therapy online modules through On to Better Health on ibx.com
- Achieve Well-Being online tools at ibx.com:
 - Modules for stress reduction and improved sleep
 - Conquer Social Distancing: Personalized programs and challenges to encourage physical activity and emotional balance
- Stop, Breathe & Think wellness app available at no cost through June 15, 2020⁵



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 providers when you compare behavioral health providers or view their profile information⁶

1. These benefits may vary for some plan members in self-funded group health benefit plans, based on their plan sponsor's benefit decisions.

2. Available through December 31, 2020.

3. Cost-sharing applies to these services.

4. Members should verify that their specific ABA/Autism services are eligible for telehealth.

5. The initial free offer is for the premium version of the app. When the 60-day trial is over, members have free access to the standard offering of 30 tracks and can subscribe to the premium content at a discounted rate.

6. Only available in the Philadelphia region as of March 27, 2020.

