

## Receive Care and Reduce Your Risk – Use Telemedicine



The situation with COVID-19 (coronavirus) continues to cause uncertainty and disruption to daily life. At Guest Services we want to be a source of stability and comfort for you and your family. This starts with you getting the care you need, when you need it. We want to remind you that you have access to CareFirst Video Visit through your CareFirst BlueCross BlueShield benefits.

### **Why are We Urging You to Use Telemedicine?**

Telemedicine offers several important advantages for you and your family:

- You have 24/7 access to licensed, board-certified doctors via telephone or secure online video consultation
- You can receive care more quickly from the safety of your home without putting yourself at risk of exposure to COVID-19
- It helps hospitals and other care centers prevent overcrowding and devote critical resources to patients in urgent need of care.

### **Can Telemedicine Diagnose COVID-19?**

The symptoms of COVID-19 (fever, dry cough) are similar to those of other illnesses such as the flu and seasonal allergies. Your telemedicine doctor can assess your condition and determine the necessary next steps. If COVID-19 testing is needed, your doctor can direct you to an approved hospital or lab.

### **How do I use Telemedicine?**

Members can register for [CareFirst Video Visit](#) to securely connect with a doctor, day or night, through their smartphone, tablet or computer. No appointment is necessary.

**As a reminder you also have access to a 24-Hour Nurse Advice Line** – Members can call 800-535-9700 anytime to speak with a registered nurse to discuss their symptoms and get recommendations for the most appropriate care.

### **How much does Telemedicine cost?**

For CareFirst Video Visits, copays, coinsurance, and deductibles will be waived for the duration of this public health emergency.

Please note that under normal circumstances, with your CareFirst Medical benefits, the visit would be treated like a PCP office visit.

Guest Services and our medical insurance carrier are taking this step to encourage you to continue to seek medical care in a safe, secure way.

**Remember:** Telemedicine is intended for non-emergency, non-life-threatening conditions. If you have a true medical emergency (e.g., chest pains, bleeding that can't be stopped), please seek immediate care.