



UFLAC Benefits Health Plans

Important Benefit Contact Information for Coronavirus (COVID-19)

With growing concerns regarding the Coronavirus (COVID-19) we wanted to be sure our members and retirees have a peace of mind with access to available resources, just in case you or your loved ones start feeling sick. If you are enrolled in a UFLAC Anthem Blue Cross medical plan, you can always contact your Anthem Blue Cross provider, but please know that you and your enrolled dependents also have access to the following resources:

NEW! Sydney Care

Enrolled members/retirees and dependents now have access to Anthem's Sydney Care mobile app at no cost. Sydney Care is available to help members assess their risk for COVID-19 and connect with a doctor if needed. Within minutes, you'll be able to check your symptoms and connect to care. A Coronavirus Risk Assessment is embedded in Sydney Care. If you need medical care after you assess your symptoms, the app will connect you to a doctor through a LiveHealth Online video session or Virtual Care text session.

The doctor you see through your telehealth visit can evaluate your symptoms, help you understand whether you are at risk for COVID-19, and let you know whether you need to visit a local health care provider for COVID-19 testing.

The Sydney Care Coronavirus Assessment is always free. From now through June 14, 2020, members have access to one free virtual text session with a doctor through Sydney Care. Additional virtual text sessions with Sydney Care cost \$19 each.

Members can download the Sydney Care app through the App Store and Google Play and get started in just minutes.

LiveHealth Online

Enrolled members/retirees and dependents can sign up for LiveHealth Online which provides you access to a board-certified doctor from the comfort of home, minimizing the risk of exposure to yourself and others. Doctors are available 24/7 via smartphone, tablet, or computer webcam. The doctor you see via LiveHealth Online can evaluate your symptoms, determine whether you're at risk for COVID-19, and let you know whether you need to visit a local health care provider in person for COVID-19 testing.

You also have access to virtual visits with licensed psychologists and therapists via LiveHealth Online Psychology and Psychiatry. Visits to LiveHealth Online psychologists and therapists are easy, confidential, and in most cases, you can see a provider within four days or less.

Effective immediately, visits to LiveHealth Online providers are available at no cost for enrolled Anthem members/retirees and dependents until June 14, 2020. Please note that you will be required to enter a credit card upon registration due to system requirements.

You can register for LiveHealth Online on your computer or mobile device via the LiveHealth Online app or on the web at www.livehealthonline.com. Alternatively, you can find LiveHealth Online through the UFLAC Mobile Health Consumer app; simply tap the tile on the home screen to launch LiveHealth Online from your mobile device. To make your first appointment with a LiveHealth Online psychologist or therapist you may also call LiveHealth Online at (844) 784-8409.

24/7 NurseLine

Registered nurses can answer your COVID-19 health-related questions wherever you are — any time, day or night. All you need to do is call the number included on the back of your Anthem Blue Cross ID card at (800) 977-0027.

IngenioRx Early Prescription Refill Limits

Anthem is relaxing early prescription refill limits, where permitted, for members/retirees and dependents who wish to refill a 30-day supply of most maintenance medications early. Additionally, please talk to your doctor about whether changing from a 30-day supply to a 90-day supply of their prescriptions is appropriate. Those filling 90-day prescriptions can get most of their medications through our home delivery pharmacy. Please call the Pharmacy Member Services number included on the back of your Anthem Blue Cross ID card at (833) 261-2466.