



# COVID-19 Resources

Benefits are an important part of your total rewards package at Sierra Wireless. Below is helpful information and resources to help you maximize your coverage during the pandemic.

## Findhelp.org

Get connected to thousands of organizations including non-profits helping people affected by COVID-19 across the country. All the programs are pulled into one location on this website. Just enter your zipcode to find local programs that serve your area.

## Medical Insurance

Blue Shield Medical Plans are waiving out-of-pocket costs for copays, coinsurance and deductibles for:

- Covid-19 screenings performed virtually using telehealth; in a doctor's office; at an urgent care center; and in a hospital including the ER
- No prior approvals needed for Covid-19 screening or testing

If you need treatment for Covid-19 between March 1 – September 30, 2020:

- Blue Shield will waive deductibles, copays and coinsurance

Blue Shield will cover both network and out-of-network services for Covid-19 during this time.

However out-of-network providers may charge more than the covered benefit amount. In this case, you are responsible for paying the difference. Staying in-network is the best option to minimize your out-of-pocket costs.

### Need to refill your prescriptions?

- Blue Shield is allowing early refills on your prescriptions as long as there are refills available. Also many retail pharmacies are waiving fees for home delivery. Visit your pharmacy's website for more information. There also may be a drive-thru window to use when picking up your prescriptions.
- Sign up for home delivery for any maintenance medications through Blue Shield/CVS Caremark. There is no delivery fee. Call your doctor to switch to a 90-day prescription and login to Blue Shield at <https://www.blueshieldca.com/wellness/drugs/mail-service-prescriptions> to get started.
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## Virtual Care

Access to healthcare providers may be more difficult during the pandemic. Remember you have virtual care available through Teladoc. Talk to board certified doctors 24/7 by phone or video by phone, internet or mobile app:

- Call (800) 835-2362
- Visit [www.teladoc.com/bsc](http://www.teladoc.com/bsc) and complete the required information and click on "set up an account"
- Visit [www.teladoc.com/mobile](http://www.teladoc.com/mobile) to download the app. Log in and go to the menu icon on the top left to complete the "Medical Info" section
- HDHP/HSA members typically have to pay the \$40 retail copay until your deductible is met, then it is a \$5 copay. However, Blue Shield is extending \$0 copay for all visits through September 30th.
- Traditional PPO members will have a \$5 copay for Teladoc services

**You can also get health advice 24/7 from a registered nurse over the phone. Just call (877) 304-0504.**

## Dental

If you have a dental emergency, United Concordia covers teledentistry services. During a teledentistry visit, you share a picture or video of your problem with the dentist, who will evaluate your condition and advise of what to do next. If you need help

finding a dentist who offers virtual visits, or understanding if a dental procedure is essential, call United Concordia at (800) 332-0366. Or visit [www.unitedconcordia.com](http://www.unitedconcordia.com)

## Well-Being

*Employee Assistance Plan (EAP)* - When you feel pressure from everyday problems, Resource Advisor through Anthem can help you get emotional, legal, and financial support. There is no cost to you.

- You and your family can talk to a counselor by phone who can give you advice, arrange for up to three visits with a counselor, put you in touch with a financial advisor or connect you a lawyer if you need legal help.
- You can meet by phone or in person
- Get support, advice and resources 24/7
- Call (888) 209-7840
- Or visit [resourceadvisorca.anthem.com](http://resourceadvisorca.anthem.com) Then log in with the program name Resource Advisor

Note: the Resource Advisor EAP service will be available through July 31, 2020. Sierra Wireless will be introducing a new expanded EAP effective August 1, 2020. Look for more information to follow.

Healthy Lifestyles - Check out Wellvolution.com, a health program with personalized support. Lose weight, lower your risk, manage diabetes, live healthy. There are a variety of resources available to you at no cost.