



**County of Humboldt**  
**Human Resources/Risk Management**  
**825 5<sup>th</sup> Street, Room 100**  
**Eureka, CA 95501**

**COVID-19 Resources Available for Anthem Members:**

- **COVID-19 Screening and Testing:** All cost-sharing for screening and testing, including hospital/emergency room, urgent care, and provider office visits for the purpose of screening and/or testing for COVID-19 is being waived.
- **Virtual Care:** Members can see a board-certified doctor 24/7 without an appointment, visit a licensed therapist in four days or less and consult a board-certified psychiatrist within two weeks by utilizing LiveHealth Online. To sign up for LiveHealth go to [www.livehealthonline.com](http://www.livehealthonline.com) or download the app—see attached for more information. Costs associated with these virtual visits are temporarily being waived.
- **24/7 NurseLine:** You can reach a specially trained registered nurse to address your health care questions by calling the 24/7 NurseLine toll free at (800)700-9185.
- **Prescriptions:** Anthem is relaxing early prescription refill limits, where permitted, for members who have Anthem pharmacy benefits and wish to refill a 30-day supply of most maintenance medications early. Additionally, members who have a pharmacy plan that includes a 90-day mail-order benefit should talk to their doctor about whether changing from a 30-day supply to a 90-day supply of their prescriptions is appropriate. Members filling 90-day prescriptions can get most of their medications through our home delivery pharmacy. Call the Pharmacy Member Services number on your health plan ID card to learn more.
- **Health & Wellness:** There are a variety of programs included with your coverage which may assist you. Please visit <https://www.anthem.com/ca/calpers/health-wellness/> for more information on programs related to chronic back pain, diabetes, online health tools and more.

**COVID-19 Resources Available for Blue Shield Members:**

- **COVID-19 Screening and Testing:** We are waiving all the costs for screening and doctor-recommended testing for COVID-19.
- **Virtual Care:** Through [Teladoc](https://www.teladoc.com), members can speak with a board-certified physician for \$0 through the end of May where they can consult about their symptoms over the phone or video chat anytime and anywhere in the United States. Please note: Trio members always have access to this service for \$0. Any medications prescribed during the visit will be sent to the member's nearest pharmacy. Members can access this benefit through the Blue Shield mobile app or (800)835-2362.
- **NurseHelp 24/7:** Get advice 24 hours a day, 7 days a week from a registered nurse on many health-related questions. Services are available online through the [Blue Shield member portal](#), or our toll-free telephone number (877)304-0504.
- **Wellness:** [Wellvolution](#) is a perfect and free resource for our Blue Shield members to access during these trying times. Members can access Wellvolution and digital apps that will provide them therapeutic tools and resources to help manage stress, sleep better, exercise, and eat healthier.