

Dear Members,

Your Health and Welfare Trustees are here for you, and doing everything they can to help us all through these difficult times. The Funds office remains open and fully staffed. In order to keep our office open, no one is allowed in the office or can have direct contact with the staff. Phone lines and emails are the best way to communicate until we put this illness behind us.

Fraternally, Robert W. Keogh, Administrator

We know that the coronavirus is a health concern for everyone. We're here for you and want you to know that our priority is to ensure you have access to uninterrupted care.

What we're doing to help protect your health and safety:

- **Coronavirus care with no out-of-pocket cost:** We have removed copayments, co-insurance, and/or deductibles for all outpatient, medically necessary coronavirus testing, counseling, supportive care, and treatment. If you think you need coronavirus testing or care, call your doctor or other health care provider. *Note: You will still be responsible for your usual out-of-pocket costs for in-person care that is not for coronavirus.*
- **We will cover a coronavirus vaccine at no cost:** Although a vaccine is not yet available, we will cover it when one becomes available.
- **If you are an Active Member with EnvisionRx Prescription benefits or a Retired Member with Blue Cross prescription benefits:** We are allowing early prescription refills.

- **For Counseling with:** Mental Health, Substance Abuse, Stress, Anxiety, Depression, Relationship Issues or Referrals. **Contact Modern Assistance 800-878-2004 www.modernassistance.com**
- **Prior authorizations and referrals:** You don't need to get authorization or referrals for outpatient coronavirus care.

These changes will stay in effect until the state of emergency is lifted.

Questions?

We care about you and are here if you need us.
Call the dedicated Blue Cross coronavirus help line at **1-888-372-1970**
with questions about your benefits,
or if you want to talk to a nurse for free 24/7.

Modern Assistance 800-878-2004 www.modernassistance.com

Funds office Phone; 617-898-1301

Fund's Office email Contacts:

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Additional Information

Blue Cross Blue Shield of Massachusetts Expands Coverage and Access for Members During the Coronavirus Pandemic

- Staffed and promoted a dedicated member help line **(888-372-1970)** for all COVID-19 related inquiries.
- Promoted our 24/7 nurse hotline **(888-247-2583)**, which is available free to all members and offers a safe and convenient clinical resource for minor ailments or questions.

Blue Cross is also committed to educating and informing the public about how to contain the spread of the virus.

- The company launched a regularly updated resource center <https://home.bluecrossma.com/coronavirus> that includes information about how to stay safe, a downloadable tip sheet for employers, a video featuring a Blue Cross physician, and answers to frequently asked questions. Our health news site, Coverage <https://coverage.bluecrossma.com/>, produces timely, original news articles reporting what health consumers need to know about COVID-19.

Blue Cross Blue Shield of Massachusetts is coordinating with other Blue Cross Blue Shield plans around the country to ensure that members have access to testing and treatment regardless of where they live. All Blue Cross Blue Shield plans are following the Centers for Disease Control and Prevention's guidelines along with other federal recommendations and will continue to support and protect the health and well-being of members and the community. <https://home.bluecrossma.com/>