



# from Business Services

## Accessing Health Benefits During COVID-19 March 30, 2020

Understanding who you can call and where to turn for information is vital for you and your family members should you experience symptoms during the COVID-19 virus outbreak.

Anthem, the insurance carrier for both our AUHSD EPO and PPO medical plans, recommends that you call your doctor if you develop a fever, have a cough, or have difficulty breathing. Your doctor will provide you with the next appropriate steps for your care.

Anthem also highly encourages members to use LiveHealth Online (telehealth) when you can, as it prevents the spread or receipt of the virus while waiting with others at a physical facility. LiveHealth Online lets you have a video visit with a board certified doctor using your smartphone, tablet or computer with a webcam. No appointment is necessary. Doctors are available 24/7 to assess your condition. LiveHealth Online also provides access to psychology, psychiatry, and chat therapy all from your webcam.

**AUHSD has modified our plans to reduce all cost-sharing including co-pays, deductibles, and coinsurance, to zero for all medically necessary screening and testing for COVID-19, regardless of test site or network contract. Testing at any approved locations such as a hospital, emergency department, telehealth, urgent care, and provider office visits where the purpose of the visit is to be screened and/or tested for COVID-19 should be covered at 100%.**

### LiveHealth Online (telehealth)

- [livehealthonline.com](https://livehealthonline.com) or LiveHealth Online Mobile app
  - Have your medical ID card handy. You will need it to register. If you have trouble registering - Email:

customersupport@livehealthonline.com or call  
888.548.3432

### Find a Medical or Mental Health Provider or Talk with a Nurse

- [livehealthonline.com](https://livehealthonline.com) or LiveHealth Online Mobile app
  - Have your medical ID card handy. You will need it to register. If you have trouble registering -  
Email: customersupport@livehealthonline.com or call  
888.548.3432
- [anthem.com/ca/find-doctor](https://anthem.com/ca/find-doctor)
  - Choose your method to search: As a Guest, with your medical ID number on your ID card, use your prefix MDE, or log in as a member
- Employee Assistance Program (EAP) - IN CRISIS call 24/7 - 800.999.7222
- Nurse line (24/7) - 866.986.0092

### Pharmacy Help Line

- Express Scripts - 866.727.5892

### Replace Medical ID Card, Claims and General Plan Questions

- BRMS - 866.730.8588
  - BRMS provides an essential service and is open regular business hours
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Contact the AUHSD Health Benefits office for all other health benefit related inquiries

Email: [benefits@auhsd.us](mailto:benefits@auhsd.us)

Monday – Friday: 7:30 AM - 4:00 PM

