



COVID-19: Your health plan is here to help

See a doctor online at no extra cost through June 14, 2020.

Your benefits are changing to give you extra support right now, including online visits with board-certified doctors 24/7 at no cost through June 14, 2020.

Here's how your health plan helps you:

- **Check symptoms and have doctor visits from home**

You can download the free Sydney Care mobile app for a quick and easy way to evaluate your symptoms. You can connect with a doctor through a LiveHealth Online video session or a Virtual Care text session right from your phone. The doctor can evaluate your symptoms, help you understand 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.

LiveHealth Online is available for members at no extra cost through June 14, 2020.

Sydney Care is available to download now on Android or iOS. This app should accompany the Sydney Health app. Coronavirus Assessment functionality is in development and expected to be available within the next week. You can also log in to your [empireblue.com](https://www.empireblue.com) account and connect to LiveHealth Online.

- **Rest easy with more flexible pharmacy benefits.** You can refill most prescriptions early. Empire is relaxing prescription refill limits where permitted for members who wish to receive a 30-day supply of most maintenance medications early.

Additionally, if your plan includes a 90-day mail-order pharmacy benefit, talk to your doctor about whether changing from a 30-day supply to a 90-day supply is appropriate. You can get your 90-day supply through our home delivery pharmacy for most medications. Call the Pharmacy Member Services number on your ID card to learn more.

- **If you need a COVID-19 test, it's covered.** Your Empire health plan covers COVID-19 testing and the visit where you get the test with no out-of-pocket costs. If you're diagnosed as having COVID-19, your Empire health plan benefits apply to treatments.

Stay informed

Visit [empireblue.com/blog](https://www.empireblue.com/blog) for the latest news, prevention information, and your benefit options.