



COVID-19: how to use telemedicine & mail order pharmacy to control and prevent infection

The [Centers for Disease Control and Prevention \(CDC\)](#) and the [Vermont Department of Health](#) are closely monitoring an outbreak of respiratory illness caused by a novel (new) coronavirus. We are following the recommendations of the Vermont Department of Health and the Center for Disease Control.

Over the weekend Dr. Mark Levine, Commissioner of Health, announced that Vermont has its first presumptive positive case. We are awaiting confirmation of the test from the CDC as per protocol. The patient is currently hospitalized at Southwestern Vermont Medical Center in Bennington and any potential exposures are being followed up by the VT Department of Health.

As this unfolds, we want Vermonters to be prepared, not scared.

Prescription drug coverage

We recommend that your employees contact their provider to obtain a 90-day script for maintenance prescription drugs prior to their next refill. Cost-sharing for prescription drugs still applies. Please be advised that controlled substances and specialty medications are not eligible for the 90-day supply at this time.

For convenience, and in the situation where the Vermont Department of Health or the Center for Disease Control's containment strategies limit access to local pharmacies, we recommend enrolling in our mail-order prescription drug services. Prescriptions will be delivered directly to an individual's home or office. To start the process, visit www.bcbsvt.com/pharmacy/mail-order-pharmacy. In addition, please contact the local pharmacy as they may have mail-order services available.

Telemedicine coverage

Telemedicine is a key element to controlling the spread of COVID-19. Whether people are concerned about coronavirus or a non-urgent concern, staying home reduces exposure and the spread of COVID-19.

We contract with American Well (AmWell) to provide this service to our members. Cost-sharing is consistent with current benefits.

Amwell has established a Telehealth Response Program to support the use of telehealth as an initial COVID-19 screening tool, which includes an always-on-call infection control officer.

Individuals who do not have our coverage can still access Amwell but will need to pay \$69.00 using a credit card, which can be done online prior to consulting with an Amwell provider.

Health tips for everyone

To prevent the spread of this illness or other illnesses, including the flu:

- Wash your hands often.
- Cover your mouth and nose when you cough or sneeze and sneeze into the “crook” of your arm.
- Stay home when you're sick.
- Call your doctor if you think you're ill.
- Download the Amwell app: Doctor visits 24/7 app on the [App Store](#) (Apple Devices) or the [Google Play Store](#) (Android Devices).
- Use disinfectant wipes on your workstation, keyboard, phone and especially your cell phone three times a day. A simple disinfectant, like Clorox® wipes will help reduce the spread of germs.
- When you eat, wash your hands before eating and do not touch your cell phone while you are eating. Cell phones accompany us everywhere and carry bacteria and germs.
- Don't touch your face. Avoid touching your mouth, nose, and eyes.
- After using the bathroom, wash your hands, and then use a paper towel to exit the bathroom.
- Practice social distancing. Social distancing is the amount of space you put between yourself and others when you are speaking. In situations like this, increase the distance to 6 feet when you are meeting with people. It is okay to move *away* from someone when they are speaking.

Additional Resource and Information

For the latest information on the coronavirus, please visit: www.cdc.gov/coronavirus/2019-nCoV or the Vermont Department of Health website: www.healthvermont.gov/response/infectious-disease/2019-novel-coronavirus.

Should you have any questions related to your group coverage, please contact your account manager or call our consumer and business support team at (800) 255-4550. If you have questions related to your benefits, please call our customer service team at (800) 247-2583.



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