NEW COVID-19 Information from Brethren Insurance Services —

In this time of global health crisis, we are keeping as up-to-date as possible on coronavirus-related news and will send updates as we feel are necessary. Here is what we can tell you as of April 15, 2020 —

1. As is being promoted on a national level - we support the practice of social distancing, washing your hands often, keeping your living and/or work space as germ-free as possible by wiping surfaces with anti-bacterial wipes, using disposable towels, etc.; avoiding unnecessary crowds and travel; and being mindful of any symptoms you may begin to feel.

2. If you think you have been exposed to the virus or are feeling flu-like symptoms, contact your primary care physician by phone for medical advice. Remember – DOCTORS DECIDE WHO NEEDS TO BE TESTED FOR CORONA VIRUS so you need to call them first. Tests for COVID-19 are covered at no cost to you.

3. NEW — We are waiving all costs for Coronavirus care if you are in an in-network hospital being treated for Coronavirus.* This coverage is for Brethren Medical Plan and Highmark members who are recommended by a medical professional, once you are admitted to an in-network hospital. If you have questions on coverage, costs, or anything else, call the Concierge Team at the number on the back of your card.

   *Exclusions may apply. This waiver continues through May 31, 2020.

4. There are good options for avoiding an in-person visit to a doctor’s office, whether you have symptoms or other reasons for seeing a doctor. You may want to ask if your primary care physician offers virtual visits, since fees for this will be waived thru June 13, 2020. If that’s not an option, there are two virtual doctor apps available through Brethren Medical Plan, to anyone with a computer, tablet, or smart phone. Doctor On Demand and Amwell are both good choices, giving you virtual access to a doctor and medical advice. And don’t wait until you’re sick to investigate these. Download them now so you are familiar with them and ready when you do need them. (Have your Highmark ID card handy when you’re signing up.)

5. Just an FYI – the cost of a virtual visit through Doctor on Demand or Amwell using your Highmark Blue Cross Blue Shield insurance will also be waived through June 13. And after the temporary fee waive ends, the cost is just $59, which is always a good value.

6. At this time, Highmark is offering early 30-day refills of maintenance prescriptions if that is something that you need. This might be a good time to take advantage of the 90-day mail-order refill benefit that is available with our plan; we encourage you to do this if possible.

7. Please visit these websites for more up-to-the minute information — Highmark, World Health Organization, and Centers for Disease Control.

8. As always, if you have questions, we are here for you. Call Highmark Concierge at 888-556-5679.