

Dear Anthem Members

We are reaching out to you regarding questions you may have regarding health coverage for COVID-19 testing and treatment.

What if I have symptoms?

Symptoms can be mild to severe and include fever, cough and shortness of breath. If you are experiencing symptoms, please contact your primary care provider. Members are encouraged to call their provider before booking an appointment through an online system. If you require urgent or emergency care, you are encouraged to contact the facility in advance of seeking care.

The use of telehealth services is also strongly encouraged. **LiveHealth Online** provides video based visits and is in-network on all Anthem Plans. For more information, to register and schedule appointments please visit: <https://livehealthonline.com/>

If your normal provider is unavailable for some reason or you require assistance in finding a provider please contact Anthem Member Services at: 1-800-542-9402

What is the cost of testing?

The State of Colorado has mandated fully insured plans, such as ours, cover COVID-19 testing for individuals meeting testing criteria with no employee cost share. This means that there will be no deductibles, co-pays or co-insurance for testing related services provided in-network. If in-network testing is not available out-of-network, testing will be covered.

What if I need follow-up care?

Follow-up care will also be covered by your plan. Employees will be responsible for the normal cost share as outlined in their plans. This may include deductibles, co-pays, or co-insurance. For more information on your plan specifics please visit BeneCenter:

www.mybensite.com

User: cheiba

Password: csmine

If you have additional questions please contact the Mines Benefits Office at (303) 273-3052.