



COVID-19

Important Updates to the Valley View Health Plan

The health, safety and well-being of our employees is a top priority. As the situation with COVID-19 evolves, we will advise Valley View Health Plan participants regarding important updates to our health plan coverage. Please note, these updates are not to be considered permanent changes to our plan. BCBS of IL continues to evaluate the timeframe for extending these changes due to COVID-19.

➤ COVID-19 TESTING

Valley View health plan participants will not be responsible for copays, deductibles or coinsurance for testing to diagnose COVID-19 or for testing-related visits with in-network providers, whether the visit is at the provider's office, urgent care, the emergency room or by telehealth. Pre-authorization for testing is not required.

Non-COVID-19 doctor's visits, along with other non-COVID-19 related tests and services (like hospitalization and ER services), are eligible for coverage, consistent with our current level of plan benefits.

➤ TELEHEALTH (Virtual Visits)

Specific Telehealth visits (including behavioral/mental health) rendered by BCBS of IL Illinois in-network providers through two-way, live interactive telephone or digital video consultations or other methods allowed by applicable state laws and regulations are currently eligible for coverage under the Valley View Health Plan. The telehealth visit will be covered as a regular office visit in accordance with our current level of plan benefits.

Reminder! 24/7 NURSELINE

In addition to the telehealth visit coverage, the complimentary BCBS 24/7 Nurseline continues to be available to our plan members. Valley View health plan participants have the ability to speak with a registered nurse, 24 hours a day, seven days a week at no cost to the plan member. 24/7 Nurseline contact information is located on your BCBS ID card (24/7 Nurseline Telephone: 1-800-581-0368).