

# AN IMPORTANT MESSAGE FROM THE SoNM MEDICAL CARRIERS



BlueCross BlueShield  
of New Mexico

## Presbyterian Health Plan announces no cost-sharing for COVID-19 testing and video visits

To help prevent community spread and ensure access to care, Presbyterian Health Plan is suspending cost-sharing on COVID-19 tests for its Medicare Advantage and commercial\* health plan members -- ensuring affordability is not a barrier to the individuals who are recommended for testing by their doctor or a public health authority. Testing is already available at no cost for Presbyterian's Centennial Care Medicaid members.

"Once it is determined by a medical professional that a COVID-19 test should occur, we want to ensure that our members have no financial barriers for that test," said Brandon Fryar, president, Presbyterian Health Plan. "In addition, should a member have symptoms, we want them to get care as soon as possible in their home through a free video visit – allowing for immediate access to care and preventing community spread."

Presbyterian Health Plan members can get access to video visits by visiting <https://www.phs.org/tools-resources/member/video-visit/Pages/default.aspx>.

"While there are no known cases of COVID-19 in our state to date, it is important that the community understands their options and that free testing and care is available," said Fryar.

*\*Due to federal regulations requiring cost-sharing for high deductible health plans (HDHP), cost-sharing remains for Commercial HDHP members.*

### About Presbyterian Healthcare Services

Presbyterian Healthcare Services exists to improve the health of patients, members and the communities we serve. Presbyterian is a locally owned, not-for-profit healthcare system of nine hospitals, a statewide health plan and a growing multi-specialty medical group.

Founded in New Mexico in 1908, it is the state's largest private employer with more than 13,000 employees.

In times of uncertainty, your habits can ground you. There has never been a better time to upgrade your self-care:

- Reduce sugar intake, eat more whole foods – greens, veggies, lean protein, clean water
- Move your body frequently, enjoy the sun and spring
- Rest more. Keep a consistent sleep and rise time
- Practice physical distancing and social embracing – call the people that matter and those that live alone
- Turn off fear-based media, read a book, or be creative

When feeling restless, get up and move. When feeling overwhelmed, practice a minute of mindfulness or deep breathing. When the world seems uncontrollable, focus on what you can control.

*Blue Cross and Blue Shield offers online and telephonic tools such as:*

#### **Well onTarget:**

- *Self-Management Programs*
- *Interactive: Manage Stress, Nutrition, Sleep, Financially Fit, Blood Pressure*
- *Educational: Preventive Health, Chronic Conditions, Managing Metabolic Syndrome*
- *Mental wellbeing support topics: children stress/depression, elderly stress/depression, Covid-19*
- *Explore Cards – videos, podcasts, articles*
- *Personal Challenges: Resources and information on physical activity, nutrition, relaxation techniques, and financial wellness.*

**24/7 Nurse line:** Resource for members, **especially those not experiencing COVID-19 symptoms**, to relieve the burden on the health care system (e.g., ERs, Urgent Care, doctors). Staffed by registered nurses, the 24/7 Nurseline provides answers to general health questions and guides members to their primary care physician, urgent care center, the ER or other care as necessary. There is also an audio library of more than 1,000 health topics. Can be reached by calling the Health Advocate number on the back of your insurance card

In the meantime, please be kind, generous and patient with each other. We'll get through this together.

For up-to-date information on COVID-19, Presbyterian Health Plan and Blue Cross Blue Shield of NM encourage members to visit:

- New Mexico Department of Health: <https://nmhealth.org/about/erd/ideb/ncov/> or <https://cv.nmhealth.org/>
- Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- 855-600-3453 NM Dept. of Health COVID-19 hotline