

Coronavirus Update: know where to go



With the recent rise of Coronavirus cases in our region, we wanted to remind you about your options for getting tested and receiving care — including an important new one.

Remember: your first step depends on whether you're showing symptoms or not.

If you're not showing symptoms but think you may have been exposed to Coronavirus, call Highmark's new COVID-19 Hotline.

Even if you're feeling fine, the safest place to be — for you and for everyone else — is at home. If you have reason to believe you've come in contact with someone who has Coronavirus, call our **new COVID-19 Hotline**, at 1-833-227-9377, Monday through Friday, 8 a.m. – 6 p.m. We can help you find the testing location nearest to you and provide contact details.

[CLICK TO CALL](#)



If you're feeling sick but aren't sure if your symptoms match Coronavirus, use Highmark's COVID-19 Symptom Checker.

This [quick, easy-to-use online tool](#) can help you decide if it's time to seek medical help and advise you on what your next steps should be.

If you've developed a cough, fever, or shortness of breath, you can either:



Call your primary care doctor. Your doctor can help you determine if you need to be tested, provide a referral, and help you get an appointment at the right testing location. No doctor? Visit an urgent care — but please call ahead to let them know you're coming and why.

Or schedule a telemedicine appointment. This is a great way to avoid leaving home when you are ill and still receive medical assistance. Telemedicine clinicians can



cover basic screening questions and help you decide the best next step.

Log into your member website to view your options or call the number on the back of your member ID card. Prefer to stick with your network doctor? Many of them offer a telemedicine option, too. Contact them directly to find out.

MYCHART



If you're having a medical emergency, call 911.

For more than 80 years, Highmark has been helping our members in good times and in bad. We're prepared for this. And we're here to help you stay informed, make a plan, and stay safe.

For the latest Coronavirus updates, visit highmarkanswers.com.

Highmark Blue Cross Blue Shield
Fifth Avenue Place, 120 Fifth Ave., Pittsburgh, PA 15222

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