

From the Bledsoe Health Trust:

As the Coronavirus outbreak unfolds, we want to assure you that Regence is actively monitoring the situation and has contingency plans in place to provide you with uninterrupted service. Teams throughout Regence are meeting daily to ensure uninterrupted service to you and your employees.

We continually evaluate our benefits to ensure we are protecting our members in case of an outbreak, and we've taken the following steps:

- We have adjusted our "refill too soon" policy for medications except opioids to allow members to ensure needed medications on hand. For certain medications, members may also request a 90-day refill. (N/A to Bledsoe Health Trust whose Rx benefits are administered by Express Scripts, Inc.)
- We have been contacting members with chronic illness to ensure they have the supply of medication they need. (N/A to Bledsoe Health Trust whose Rx benefits are administered by Express Scripts, Inc.)
- The only labs that are providing testing for COVID-19 are through Public Health Departments in conjunction with the Centers for Disease Control and Prevention (CDC). It is likely that more testing sites will be available through larger lab companies such as LabCorp and Quest (both preferred/contracted with Regence) by the end of the week; however, at this time there is not a contracted lab in Washington or Oregon rendering the COVID-19 test. If a provider believes testing is needed, there is no pre-authorization required and testing will be covered under the laboratory benefit. Subject to the applicable deductible and coinsurance. (Applies to Bledsoe Health Trust participants.)
- <https://www.mdlive.com/coronavirus/>: MDLIVE doctors are prepared to assess individuals with signs or symptoms of COVID-19 and assist with next steps to help individuals get the treatment they need, if necessary. (Applies to the Bledsoe Health Trust participants.)



Hello Bledsoe Health Trust Participants!

NEW BENEFIT EFFECTIVE 10/1/2019

Starting October 1, 2019, your Trust is giving you a **NEW BENEFIT**. You'll be able to skip a drive to the doctor's office and talk to a doctor virtually - by phone, online video, or mobile app! Through MDLIVE, you'll get care at any time, within minutes, and from anywhere!

MDLIVE lets you talk with a board-certified doctor who can diagnose and prescribe medication for many non-emergency conditions:

ALL AGES		MENTAL HEALTH	KIDS
Allergies	Pink eye	Anxiety	Cold & flu
Cold & flu	Rashes	Depression	Constipation
Ear infections	Sinus infection	Addictions	Ear infections
Headache	Sore throat	Relationship issues	Nausea
Infections	Sunburn and more	PTSD and more	Pink eye and more

NO COST TO YOU TO USE MDLIVE!

- No deductible
- No coinsurance
- No copays

The medical services below are ZERO cost share to you and paid for by the Trust. Typically, these medical services would be subject to your \$500 deductible and 20% coinsurance:

Clinical Service			YOUR COST
Visit Type	MDLIVE Rate (Paid by The Bledsoe Health Trust)	Average In Person Rate	
General Medical Visit	\$42 per visit	\$155 per visit	\$0
Psychology 25 minutes	\$45 per Visit	N/A	\$0
Psychology 50 minutes	\$70 per Visit	\$80 per visit	\$0
Psychiatry 15 minutes	\$95 per Visit	>\$150 per visit	\$0
Psychiatry 45 minutes	\$150 per Visit	>\$220 per visit	\$0

MDLIVE will be available to access for care 24 hours per day, 365 days per year. Your MDLIVE Welcome Kit should have arrived in September.

REGISTRATION IS EASY!

Virtual Care,
Anywhere.

MDLIVE.com/regence-or

1-888-725-3097

Just follow these steps:

- 1) Head to MDLIVE.com/regence-or
 - 2) Enter your info: First and Last name, email address, username, and password
 - 3) Then your date of birth, phone number, zip code, and gender
 - 4) Then enter your medical insurance ID number
- DONE! YOU'RE REGISTERED!**



Download the App

Doctor visits are easier and more convenient with the MDLIVE App. Be prepared. Download today.



Register between February 1st through March 31st to be entered for a chance to win a \$50 gift card!



\$50
gift card

MDLIVE[®]

HERE TO HELP



Our **board-certified doctors** will ask questions, listen closely to understand your symptoms and concerns, and fully discuss your treatment options with you – all in complete privacy.



Having a **doctor visit by phone or online** is usually your most economical option for immediate professional medical care



Call us, use our website or convenient mobile app to **quickly connect with a doctor**. Perfect whether you're home or away. Available 24/7/365 days a year – weekends, holidays, always.



MDLIVE doctors can provide new prescriptions as medically necessary, as well as handle short-term refills of existing prescriptions.



Registering for MDLIVE just got easier!

Meet Sophie, your personal MDLIVE assistant.
Text "OREGON" to 635483.

Medical Visits Copay

[MDLIVE.com/regence-or](https://www.mdlive.com/regence-or)

888-725-3097