

Coronavirus Public Information

With news of coronavirus, also called COVID-19, spreading in the U.S., here is some helpful information. We will immediately update it with any relevant benefits information as decisions are made:

- [Gov. Bill Lee Issues Executive Order Declaring State of Emergency in Response to COVID-19](#)
- The Tennessee Department of Health (TDH) has launched a **Tennessee Coronavirus Public Information Line** in partnership with the Tennessee Poison Center. The hotline number is **877-857-2945** and will be available from 10 a.m. to 10 p.m. Central daily. Call volume has been high; callers are urged to be patient if they receive a busy signal and try their call at a later time.
- People with concerns about their health should contact their health care providers. TDH has additional information available at www.tn.gov/health/cedep/ncov.html. The CDC has updated information and guidance available online at www.cdc.gov/coronavirus/2019-ncov/index.html.
- Please call your health care provider's office to be evaluated over the phone instead of going to their office if you think you have coronavirus or have been exposed to it. They may send you to an FDA-approved testing lab instead of their office.
- **Cigna members** can use your telehealth (virtual medical services) benefits to keep you out of a provider's office. Go ahead and create your user profile with your current health information.
 - Log into MyCigna.com
 - Look for MDLive or Amwell and select the vendor of your choice
 - Or, call 888.726.3171 for MDLive or 855.667.9722 for Amwell
- **BlueCross Blue Shield members** can use your PhysicianNow telehealth (virtual medical services) benefits to keep you out of a provider's office. Go ahead and create your user profile with your current health information.
 - Log into BlueAccess at bcbst.com/members/tn_state/
 - Look for and select Talk With a Doctor Now
 - Or, call 888.283.6691
- You shouldn't go to the emergency room unless it's a true medical emergency.
- Use your **CVS/caremark Pharmacy Benefit** to best advantage. Prepare ahead and avoid crowds by setting up mail order prescription fills, refilling prescriptions before you run out, and filling 90-day supplies on most of your prescriptions, excluding controlled substances, like opioids, and some specialty medications.
- Here is some additional information about your CVS/caremark pharmacy benefit we hope is useful to you. You may take advantage of:

- **Relaxed refill restrictions.** They are temporarily waiving early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy. You can now fill maintenance medication prescriptions ahead of schedule.
- For more help with your **CVS/caremark pharmacy benefits**, visit info.caremark.com/stateoftn or call 877.522.TNRX (8679) 24/7.
- The most recent news from the Tennessee Department of Health can be found here: www.tn.gov/health/news.html.