



Brendan Hodges

Dear Members,

We know there's a lot of uncertainty and unease right now because of the coronavirus. We want you to know we're doing business, as usual, to make sure you get the benefits and services you need. While our office is open, it's closed to visitors.

We also know this email is longer than usual, but there's a lot of important information to share.

You can still call your Healthcare Concierge, HTA PPO members call [888-965-1965](tel:888-965-1965), and HTA CSNP members call [833-324-3242](tel:833-324-3242) (TTY:711) from October 1–March 31, 8 a.m. to 8 p.m. ET, seven days a week, or April 1–September 30, 8 a.m. to 8 p.m. ET, Monday through Friday or email them at conciiergehta@healthteamadvantage.com for all of the things you typically reach out to them for—help to find a primary care provider, answers to questions about claims or benefits, or even just to say hello. We're here for you.

We're monitoring the situation hourly, working with our provider partners on your behalf, coordinating testing options with our parent company, Cone Health, helping facilitators of our Living Plus program find alternative, virtual ways to move forward with upcoming events, and making sure we do all we can so there's as little disruption as possible during this time.

We've created a Coronavirus Information page for members on [our website](#). That and our Facebook page (@HealthTeamAdvantageHTA) are the best ways to get our latest information and updates. Please share this email and our Facebook page with your fellow members if you know they're not getting them. And, as always, there's your Healthcare Concierge.

By now you know the things you should be doing to reduce your risk of contracting the virus—wash your hands, don't touch your face, disinfect high-touch surfaces, cough or sneeze into your elbow, and most importantly, practice social distancing.

That last one is probably the most difficult—but the most important. One of your biggest concerns with social distancing is likely over your access to care. Fortunately, you have several options.

Telehealth is a safe, convenient option always, but especially now. Right now, you may experience longer than usual wait times for [virtual visits through MDLive](#) (visits you can do over the phone or computer) but it's so much safer than waiting in a doctor's office, urgent care, or emergency room. Also, if you require medication, the provider can send the prescription directly to your pharmacy. Please know that MDLive is doing everything it can to add providers and care for you and the millions of other patients they are caring for across the U.S.

The 24-Hour Nurse Line: 1-877-229-8614 TTY: 1-800-735-8262 24 hours a day, 7 days a week. Registered nurses can evaluate your needs and help you determine the next best steps based on your injury, illness, or general healthcare questions.

These no-cost options are part of your HealthTeam Advantage plan.

If you have coronavirus symptoms (fever, dry cough, shortness of breath) and your provider says you need to be tested, the test is free. Remember, no one is being tested without their doctor's order.

If you need medications refilled during the next 30 days, we've worked with our Part D pharmacy partner (EnvisionRx) to allow pharmacies to bypass the "Refill too Soon" edit. Visit our [website](#) for more details on this option. Many of our network pharmacies are providing home delivery so please call your pharmacy and ask before going to the pharmacy to pick up your medications.

Outside of your plan benefits, Cone Health has another virtual option available to anyone who's been seen for any type of patient service anywhere in the Cone Health system. You can find more information about this option on [Cone Health's site](#). You can use this option for a no-cost screening for coronavirus. If the provider determines you need a coronavirus test, the test is free (you'll be given instructions on where/when to get tested). If you use this option for any other doctor visit outside the screening or test, the copay is \$35. The virtual visits are available via Cone Health MyChart 8 a.m. to 8 p.m. for patients in N.C. who are 18 years or older. You can file a Direct Member Reimbursement form (downloadable from our site [here](#)) for the visit.

You can also visit [Wake Forest Baptist Health's site](#) for coronavirus information.

Another concern is in the social distancing itself. It goes against everything you've been told not to do until now. But, for the time being, it's necessary. During this time especially it's crucial to keep to your routines as much as possible, talk to friends and family on the phone, get outside, remain active. Your [SilverSneakers](#)[®] benefit includes a wealth of online activities and they're also doing Facebook live classes—LOTS of fun, you should give it a try.

And, if you're feeling uneasy about social isolation (whether because of the coronavirus or otherwise) there's a toll-free Hope Line from the North Carolina Baptist Aging Ministry open 9 a.m. to 9 p.m., Monday through Friday at 866-578-4673. Trained staff members and volunteers respond with a friendly voice, a compassionate ear, and missional hearts to pray with and for people.

Remember, we're all in this together. We're here for you.

Be well.

Sincerely,



Brendan Hodges
HealthTeam Advantage President