

March 26, 2020

Dear State of Maine Health Group Health Plan members:

Important changes have been made to the State of Maine Group Health Plan (the "Plan") in response to COVID-19. The State Employee Health Commission has expanded access to care, eliminated certain out-of-pocket expenses and is offering additional guidance and support.

Effective immediately all members of the Plan are covered if COVID-19 testing is needed. The test and the visit where members get the test are covered with no out-of-pocket costs (i.e. copayments, deductibles). For members diagnosed as having COVID-19, standard health plan benefits apply to treatments.

In addition to coverage updates the Plan can help you with:

- Online visits including video sessions or a virtual care text session with board-certified doctors 24/7 at no cost through LiveHealth Online.
- Making available the free Sydney Care mobile app to download now in Android or iOS for a quick and easy way to evaluate symptoms.
- The availability of a 90-day mail-order pharmacy benefit from Express Scripts for most maintenance medications. Members should talk to their doctor to ensure a 30-day supply is appropriate.

Plan members should contact Anthem at the Member Services number listed on the back of their membership card for additional information concerning LiveHealth Online, the Sydney Care mobile app and health plan benefit provisions. Contact Express Scripts Customer Service for specific information pertaining to pharmacy benefits. Contact information appears on the back of your Express Scripts membership card as well.

The Office of Employee Health & Benefits remains open and ready to assist you with any questions you may have about your health plan during this challenging and uncertain time. We can be reached at 207-624-7380 or [info.benefits@maine.gov](mailto:info.benefits@maine.gov).

Sincerely,

Office of Employee Health & Benefits