Being there for our members and our communities

We’re inspired by the love and support being shown in these extraordinary times. Families looking out for each other. Neighbors helping neighbors. Strangers performing random acts of kindness. And we marvel at the dedication of our health care workers, putting others first as COVID-19’s tentacles weave their way through the state.

There’s no more important time for our mission of helping people and communities achieve better health to play out in meaningful ways. For our members, that means giving them new and expanded options to help them stay safe and healthy from this beast of a virus. For our communities, that means pledging $2 million to help fund critical needs during these unprecedented times.

Our members can get tested for COVID-19 with a $0 cost share. Through June 1, if they test positive, we’re waiving their cost share for treatment.

They have more choices for virtual care in non-emergency situations, like a sore throat and upset stomach. This keeps them out of the doctor’s office, where they could be exposed to COVID-19, and it lets them get the care they need from wherever they are. That includes $0 visits through Teladoc for most members. (Those who get insurance from their employer should check with their benefits administrator to see if virtual care is part of their plan.) It’s important to note that referrals for a COVID-19 test are not available from Teladoc.

Members can also contact Florida Blue providers who offer virtual care services. Sanitas Medical Center patients can use mySanitas Chat. And for the first time, members with Florida Blue dental coverage can get virtual visits with their dentist for urgent needs while COVID-19 remains a health concern.

Florida Blue Centers aren’t allowing face-to-face contact, but the nurses, social workers and sales and service teams are just a phone call away. Nurses are still reaching out to members who have health issues to make sure they’re feeling OK and getting the care they need. The social workers are helping members and nonmembers fill gaps, such as finding food, utility and rent assistance and many other types of relief programs. The nurses and social workers can also share general information about COVID-19 and the locations of testing sites throughout the state.
Times are tough for many members, some of whom have lost their jobs as businesses are forced to close during this time or cutting their hours. Because their health plan is so valuable to them, especially under these circumstances, members are getting more time to pay their premiums.

When there’s a crisis, we wrap our arms around all of Florida. We’re making 24/7 bilingual counseling available to all Floridians so they can talk about their stress related to COVID-19.

We’re educating people through a series of free informative webinars, led by our COVID-19 expert, Dr. Kelli Wells. Click here to watch a video about COVID-19 from Wells, who is our senior medical director for medical affairs. Other videos from Wells address COVID-19 symptoms, what social distancing means and the value of washing your hands.

Part of the $2 million we pledged is already being used in a unique partnership to feed 1,500 senior citizens a day in Northeast Florida. The fund is also providing low-cost child care for essential workers, such as doctors, nurses and first responders in the Tampa Bay area. And it’s paying for 300,000 meals to be distributed by Second Harvest Food Bank of Central Florida.

There will be many other opportunities to help communities around the state through that pledge. Plus, we’re doubling the match for our employees’ contributions to their local United Way offices, which help fund crucial nonprofits around the state.

We know these are stressful days, but they won’t last forever.

There will be a time when social distancing is no longer required, letting us share a long-delayed hug or handshake. One day, dining room tables won’t have to double as desks, allowing us to enjoy a normal meal and the conversation that goes with it. And eventually churches, schools and restaurants will reopen, giving us a chance to pray, learn and celebrate together.

And Florida Blue will be with you then, just as we are now.