

COVID-19 Update

We're Encouraging Members with Chronic Conditions to Follow Guidelines, Get the Care They Need

People of all ages with underlying health conditions, particularly if those conditions are not well controlled, may be at higher risk for severe illness from COVID-19.

That's why we're reaching out to our members with chronic conditions such as diabetes, heart disease, congestive heart failure, chronic obstructive pulmonary disease, asthma and other risk factors, reminding them to adhere to the Centers for Disease Control and Prevention's (CDC) COVID-19 guidelines. In addition, we're supporting the Florida Department of Health by encouraging all Floridians to complete the Stronger Than C-19 [community action survey](#). This will help ensure health services and resources are optimized where they are needed.

Here's What You Need to Know

We're engaging with approximately 287,000 members at high risk of COVID-19 in our commercial lines of business to ensure they understand the importance of following the CDC guidelines. This outreach includes:

- Phone calls from our clinical team members to those at highest risk
- Email messages to high-risk members on how to stay safe
- Letters to those we're unable to reach by phone or email with information on staying safe
- [Webinars](#) to educate members on measures to take to prevent spread and stay safe

In addition, we're encouraging all Floridians needing assistance or having questions to call our Florida Blue Centers at 877-352-5830 to speak to neighborhood nurses, community specialists, local service specialists and sales agents who can provide personalized support.

Florida Department of Health Survey

We're working with the Florida Department of Health (FDOH) to communicate to all Floridians the need for high-risk populations to stringently adhere to the COVID-19 guidelines. This includes sharing the FDOH [StrongerThanC19](#) community action survey.

This survey guides users through the next steps of preparedness and prevention measures. The responses will be used to help the FDOH improve the distribution of resources to support health care and other initiatives across the state. It's designed to gather information to help the FDOH track and slow the spread of COVID-19 in Florida. It is not a symptom checker designed to dispense medical advice.

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Additional Resources

COVID-19 Provider News and Announcements Repository

[Click here](#) for the latest coronavirus information for providers on floridablue.com including current and past communications, additional resources and more.

Member Resources

Additional member resources on COVID-19 are available on floridablue.com, including:

- Interactive COVID-19 Wellbeing Assessment. The interactive chat feature provides guidance and education. Based on the assessment results, it will navigate patients to appropriate health system resources and care settings, such as Teladoc for non-urgent care, their Florida Blue provider for virtual care and to our retail nurses for answers regarding COVID-19.
- This *Chronic Disease and COVID-19: What You Need to Know* [flyer](#) from the National Association of Chronic Disease Directors is available for you to download and share with your patients.