

Where do I go if I think I have COVID-19 or the flu?

You have a few different options for receiving care. If you're showing symptoms, such as fever and cough, the safest place to be — for you and for everyone else — is in your home. Here are some options for care:



Contact your primary care physician

They can help you get a Coronavirus test at the right location if they determine you need one — and prescribe medications as well. (No doctor? Visit an urgent care center — but **call in advance** to let them know you're coming and why.)



Use Teladoc for a telemedicine appointment

This is a great way to avoid leaving home when you are ill and still receive medical assistance. Telemedicine clinicians can cover basic screening questions and help you decide the best next step.

Your telemedicine service is Teladoc, visit [Teladoc.com/GuideStone](https://www.teladoc.com/GuideStone) or download the Teladoc app to get started.

Prefer to stick with your network doctor? Many of them offer a telemedicine option, too. Contact them directly to find out.

*Teladoc is offered at no cost.



In case of medical emergency, call 911.

That means difficulty breathing or another emergency medical condition. **Call the ER** so they can prepare for your arrival and limit your exposure to others.

Don't forget! Get your flu shot

Even if you haven't been sick, it's important to still get your flu shot this year. By getting a flu shot you can help keep yourself and those around you healthy.

For the latest Coronavirus updates, visit [highmarkanswers.com](https://www.highmarkanswers.com). For additional questions, call Highmark member service at **1-866-472-0924**.

*If you have an HSA-qualified High Deductible Health Plan, members are required to pay the full \$40 consultation fee until they have met their deductible — this will be waived until 12/31/2020 due to COVID-19.

Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association.

American Well is an independent company that provides telemedicine services and does not provide Blue Cross and/or Blue Shield products or services. American Well is solely responsible for its telemedicine services.

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。
请拨打您的身份证背面的号码（TTY：711）。