When you can’t get to the doctor, Blue Cross and Blue Shield of North Carolina (Blue Cross NC) has you covered.

As we work to slow the spread of COVID-19 (Coronavirus), we want you to know all of your telehealth options. Get a virtual visit with a doctor 24/7, no matter where you are. It’s a great option to limit exposure to and the spread of illnesses like COVID-19.

If you think you have COVID-19, call your doctor’s office first. Do not go in before calling.

Blue Cross NC is expanding telehealth benefits for members during the COVID-19 pandemic.

- **Calls for a COVID-19 screening** will have no member cost share.
- **Stay in touch for ongoing care without the risk of an office visit**.
- **Continue the coordinated care from health care professionals** you know.

Call your doctor to discuss telehealth options for your next appointment.

- **The cost of a telehealth visit is the same as an in-person visit**.
- **Or use telehealth services like MOLIVE® or Teladoc® with no member cost share**.

Telehealth can always be used for health care needs like:
- Allergies
- Asthma
- Cough, cold and flu
- Cold sores
- Fever
- Headache
- Nausea and vomiting
- Sinus problems
- Sore throat
- Asthma

And behavioral health concerns like:
- Addictions
- Anxiety
- Bipolar disorder
- Depression
- PTSD
- Stress
- ADHD

Health Line Blue® | 24/7 helpline for your questions | 1-877-477-2424

When you don’t know what kind of care you need, talk to a registered nurse, night or day, at no cost to you.

Treating minor illness or injury at home

Knowing when to call your doctor, a doctor or if you should go to the ER

Understanding your medication and how it works

Disponible en español

Treatment of minor illnesses at home. Blue Cross NC Blue Shield of North Carolina (BCBSNC) does not provide treatment or medications. For treatment or medication questions, contact your caregiver or local pharmacy.

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