

COVID-19 Employee Health Resources

CalPERS has asked our health plans to provide information to their members on their websites, and we encourage you to check with your own health plan for the latest information and protocols.

Members in a CalPERS Health Program will not have to pay anything out of pocket for screening and testing of COVID-19. This applies to members in both the Health Maintenance Organization and Preferred Provider Organization plans.

Below are links to health plan websites and phone numbers for employees seeking information on COVID-19. The various health plans are encouraging members to use advice lines and online visits to seek care instead of going to hospital emergency rooms or urgent care.

General COVID-19 information can be found by visiting the federal Centers for Disease Control and Prevention website and the California Department of Public Health website. Both websites are updated daily with the latest information and advice for the public.

Anthem Blue Cross Traditional HMO/EPO/Select HMO

Advice Line: (800) 700-9185

Customer Service: (855) 839-4524

- <https://www.anthem.com/blog/member-news/how-to-protect/information-regarding-COVID-19>
- [https://www.anthem.com/ca/calpers/24/7 Nurse Online](https://www.anthem.com/ca/calpers/24/7-Nurse-Online)

Blue Shield Access, EPO, and Trio

Advice Line: (800) 835-2362

Customer Service: (800) 334-5847

- https://www.blueshieldca.com/bsca/bsc/public/broker/PortalComponents/StreamDocumentServlet?file-Name=10E-138-1_454163202_Coronavirus_FAQ_Flyer.pdf&msi=true

CCPOA North and South (Blue Shield California)

Advice Line: (800) 835-2362

Customer Service: (800) 257-6213

- <https://news.blueshieldca.com/2020/03/06/coronavirus-faq>

Kaiser Permanente

Advice Line: (866) 454-8855

Customer Service: (855) 839-4524

- <https://healthy.kaiserpermanente.org/health-wellness/coronavirus-information>
- https://mydoctor.kaiserpermanente.org/ncal/article/?article_id=1575797

Health Net of California (HMO) (Salud y Más HMO)(SmartCare HMO)

Advice Line: (800) 835-2362 Teladoc

(HMO Plans)

Customer Service: (888) 926-4921

- <https://calpers.healthnetcalifornia.com/>

PERS Choice, PERS Select, and PERS Care

Advice Line: (800) 700-9185

Customer Service: (877) 737-7776

- <https://www.anthem.com/blog/member-news/how-to-protect/information-regarding-COVID-19>
- [https://www.anthem.com/ca/calpers/24/7 Nurse Online](https://www.anthem.com/ca/calpers/24/7-Nurse-Online)

California Department of Public Health

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx>

Centers for Disease Control and Prevention

https://www.cdc.gov/coronavirus/2019-ncov/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2Findex.html

Sharp Performance Plus HMO

Advice Line: (855) 995-5004

Customer Service: (855) 995-5004

- <https://calpers.sharphealthplan.com/prevention-and-wellness/covid-19>

San Diego: Regularly updated info about COVID-19

- Dial 2-1-1
- <https://211sandiego.org/resources/health-wellness/>

United Health Care Alliance HMO

Advice Line: (877) 359-3714

Customer Service: (877) 359-3714

- <https://www.uhc.com/>
- <https://www.uhc.com/individual-and-family/member-resources/health-care-tools/virtual-visits>

Western Health Advantage

Advice Line: (877) 793-3655

Customer Service: (888) 942-7377

- <https://www.westernhealth.com/coronavirus/>

For any additional general questions about COVID-19, please email:

COVID19@cdcr.ca.gov