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 websites. 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

Blue Shield Access, EPO, and Trio
Advice Line: (800) 835-2362
Customer Service: (800) 334-5847

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

Sharp Performance Plus HMO
Advice Line: (855) 995-5004
Customer Service: (855) 995-5004
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/

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

California Department of Public Health
https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx

Centers for Disease Control and Prevention

3/2020