



Bring your brilliance.

## COVID-19 Testing and Healthcare

### Faculty & Staff Testing

#### USG Healthcare Plan

For COVID-19 related, in-network provider visits and testing, out-of-pocket costs such as deductibles, co-payments, and co-insurance will be waived (\$0.00) if you are enrolled in one of the USG healthcare plans through Anthem BCBSGA or Kaiser Permanente (including employees enrolled in the Consumer Choice HSA).

If you have concerns or are showing symptoms of COVID-19, we encourage you to take the following steps:

- Call your provider's office for guidance and next steps.
- If you do not have a provider, please call one of the 24/7 nurseline and/or member services numbers below for help locating a provider.
  - **Anthem Blue Cross Blue Shield**  
24/7 Nurseline 1.888.724.2583  
Member Services 1.800.424.8950  
Website [anthem.com/usg/](https://www.anthem.com/usg/)
  - **Kaiser Permanente**  
24/7 Nurseline 404.365.0966 | 1.800.611.1811  
Member Services 404.261.2590  
Website [my.kp.org/usg/](https://my.kp.org/usg/)

### Telehealth Options

Both Anthem and Kaiser Permanente offer telehealth options. If you have nonemergency healthcare concerns, telehealth can be a good option. While COVID-19 cannot be confirmed through virtual or remote care, provider teams can screen symptoms, assign risk, answer questions, and recommend next steps.

- Anthem members **LiveHealth On-line**
- Kaiser HMO members call 404.365.0966 or access **kp.org**

### **COVID-19 Hotline**

The State of Georgia operates a COVID-19 hotline. If you are experiencing symptoms of COVID-19 or have been exposed to the novel coronavirus, please contact your primary care doctor, an urgent care clinic, or your **local federally qualified healthcare center**. Please do not show up unannounced at an emergency room or healthcare facility.

Hotline: 1.844.442.2681