

Subject: New Resource from Catapult for Coronavirus-Related Health Concerns



Catapult Health and Blue Cross and Blue Shield of Texas (BCBSTX) are committed to giving you the help and resources you need related to coronavirus (COVID-19).

We are excited to announce a new resource, **Catapult Cares**, for coronavirus-related health concerns for BCBSTX health plan members (18+). You now have the option to speak with a Catapult Nurse Practitioner who has been specially trained about COVID-19.

How it works:

- + Visit your secure participant portal at www.CatapultCares.com.
- + Here you can find daily updated information about COVID-19 along with links to resources across Texas, like coronavirus testing sites.
- + If you have specific concerns and would like to speak with a Nurse Practitioner, simply click on the “Speak to a Nurse Practitioner” button and fill out the online form on the next page.
- + A Catapult Health Nurse Practitioner will call you back within 24 hours.
- + BCBSTX health plan members must be 18 years of age or older to request a consultation and can connect by phone with a Catapult Health Nurse Practitioner.

Depending on your situation at the time of consultation, you may be directed to follow up with your primary care provider (PCP). The decision on where to seek medical advice is your choice, and you may prefer to see your PCP. We encourage you to choose the option that is best for you.

Visit www.CatapultCares.com for more information.

Testing to diagnose COVID-19 when medically necessary and consistent with Centers for Disease Control and Prevention (CDC) guidance will be covered at 100% regardless of the SMU medical plan you and your family may be covered under, all are administered by Blue Cross Blue Shield of Texas.

Testing will not be subject to copays or the deductible or co-insurance, and no prior authorization is needed. Treatment cost-sharing related to COVID-19 has also been waived. Treatment related to COVID-19 includes deductibles, copayments and coinsurance. The waiver applies to costs associated with COVID-19 treatment at in-network facilities and treatment for out-of-network emergencies. Stay safe and well,

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