



Maintain a **Healthy Mind**



According to the Centers for Disease Control (CDC), the best way to stay well is to avoid being exposed to COVID-19. And that means **social distancing**, which may make some people feel anxious or isolated. Here are some tips to help deal with those feelings.

Reach Out to Friends and Family

Social distancing isn't the same as emotional distancing. Stay in touch by phone, email and text. Apps like FaceTime and Skype can help you feel more connected to the people you normally see in person.

Keep Moving

Don't forget to exercise. Even if you can't go to the gym, you can go outside to walk or run. You may have fitness equipment at home that you haven't used in a while, so dust it off! Apps - many with videos - offer exercise options you can do from home. You might use this time to try something different from your usual routine.

Make Time for Other Activities

While it's important to keep up with current events, don't let Internet or TV news be your main activity. Read a book, watch a movie or pull out your old board games. Organize a closet, clear out your junk drawer or get back to that hobby you haven't had time for.

Working from Home

If you are new to working from home, here are some ways you can stay productive, relaxed and focused:

- Prepare like you're going to the office: set your alarm, get dressed and get ready for the day. This helps signal it's time to get things done.
- Create a comfortable workspace with natural lighting that looks and feels like your office.
- Stick to a defined schedule. Take breaks and time for lunch.
- List what you want to accomplish. Using a timer can also help you keep tasks on track and remind you to take periodic breaks to clear your mind.
- Avoid being distracted by personal social media.
- Stay connected with your coworkers by phone or email and make time for social interactions as if you were in your regular work setting.
- When your work schedule and responsibilities allow, pick a consistent finishing time to help maintain your personal life.
- When your work day ends, be sure to disconnect and recharge by getting away from the work space by taking a walk or going for a bike ride. Remember to maintain at least a six-foot distance from other people even when you're outside.

If You Need Help

Your Blue Cross and Blue Shield of Texas (BCBSTX) benefits provide coverage for mental health services (also known as behavioral health). Just call the Customer Service number on your member ID card and follow the prompts.

Depending on your benefits, you may also have access to:

- **24/7 Nurseline.** If you think you've been exposed to COVID-19, you can call the 24/7 Nurseline¹ number on the back of your member ID card. The 24/7 Nurseline can help you identify some options if you're sick. Nurses are available 24 hours a day, 7 days a week.
- **BCBSTX providers** who offer the service through two-way, live interactive telephone and/or digital video consultations, or other methods allowed by state laws². Log in to Blue Access for MembersSM to find an in-network provider.
- **Virtual Visits benefits²** provided by BCBSTX and powered by MDLIVE³. You can consult a board-certified doctor for non-emergency situations by phone, mobile app or online video 24 hours a day, 7 days a week. Virtual Visits doctors can even send e-prescriptions to your local pharmacy. You can log in to Blue Access for Members to find out if you have this benefit.

These websites are not affiliated with BCBSTX, but may be useful to you:

- Center for Disease Control (CDC) COVID-19 site on how to manage stress and worry related to the pandemic - <https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html>
- CDC site with resources for coping with a traumatic event - <https://emergency.cdc.gov/coping/index.asp>
- CDC site with resources for helping children cope with emergencies - <https://www.cdc.gov/childrenindisasters/helping-children-cope.html>
- CDC site with an activity booklet made for children 3 to 10 years of age - https://www.cdc.gov/cpr/readywrigley/documents/RW_Coping_After_a_Disaster_508.pdf



¹ The 24/7 Nurseline may not be available with all plans. Check your benefits booklet for details. In case of a medical emergency, call 911.

² Virtual Visits or telehealth may not be available on all plans. Virtual Visits and telehealth are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. Non-emergency medical service in Montana includes audio-only and interactive online video visits. Non-emergency medical service in New Mexico is limited to interactive online video. Non-emergency medical service in Arkansas and Idaho is limited to interactive online video for initial consultation. Other State law rules or limitations may also apply.

³ MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

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