Like you, Blue Cross Blue Shield of Michigan and Blue Care Network have been closely monitoring the developments of the COVID-19 threat. As an employer, we continue to adopt changes to our worksite and workforce management policies to lower the risk of community spread of the virus among our employees.

What Blue Cross and BCN are doing to protect employees

Because this is a public health crisis, Blue Cross Blue Shield of Michigan and Blue Care Network have taken a very deliberate and considerate approach to potential workforce changes that affect our operations. Our obligations are to look after the safety of our employees while also serving our members’ and customers’ needs for access to quality health care and supporting our partner providers with the patient coverage information you need and the timely claims payment you deserve.

We have instituted the following steps:

- **Temporary closure of Customer Walk-In Centers** – BCBSM and BCN have closed our customer walk-in centers from March 16 through April 5. We may extend these closures as the public health situation warrants. BCBSM and BCN members who use these centers will receive support via phone and online during the period that walk-in servicing is not available.

- **Virtual provider consulting** – We are encouraging our provider consultants to meet with providers using technology, rather than in-person, until the virus transmission threat recedes. This step will protect you, your patients and our employees.

- **Remote work** – We are requiring eligible employees not currently participating in our remote work program to begin a remote work schedule. This will help us rotate our staffing levels to lower the numbers of employees using our facilities and lessen the threat of human-to-human virus transmission.

- **Business air travel restrictions** – All non-essential business air travel was suspended through April 30.

- **Personal travel to Level 3 Hot Zones** – Personal travel to regions under CDC Level 3 Warning is strongly discouraged for all employees. Employees and contractors who have traveled to Level 3 countries must disclose their travel to us. Employees and contractors with future travel plans to China or other regions under Level 3 Warning must provide to their leader travel information including departure and return dates and travel destinations, five days in advance of departure.
• **Visitors to our facilities** – Any visitors, contractors or other individuals entering our facilities will be required to fill out a questionnaire about their health and current travel activity prior to being allowed entry to the facility.

• **Facility cleaning enhancements** – We are expanding the maintenance and sanitization schedule for our facilities, with emphasis on areas where large numbers of personnel are stationed.

• **Suspension of large in-person meetings** – Our employees are strongly encouraged to have meetings virtually, using available technology, until further notice. All currently scheduled large meetings of employees in our facilities will be moved onto virtual platforms, like Skype, or rescheduled to dates in the late summer or fall.

• **Business continuity steps** – We have business continuity plans in place that govern our operations and provide contingencies in the event of a disaster. These plans ensure continuation of critical operations – including claims processing and customer service – in the event our companies are impacted by disasters of unforeseen origin. They have been in place for many years. We have initiated an enterprise task force specific to the COVID-19 public health crisis and connected the work of that task force to our business continuity efforts.

**What you can do to protect your employees**

In addition to concerns about the safety of your employees, as health care providers, you must also care for the needs of your patients. A healthy office team will help you maintain the health and wellbeing of your patients. View these resources for the latest recommendations on the best procedures for keeping your staff safe.

• Michigan State Medical Society: [2019 Novel Coronavirus and Patient Safety in the Medical Office](#)

• CDC recommendations: [Coronavirus Disease 2019 (COVID-19) Information for Healthcare Professionals](#)

• CDC: [FAQ on Infection Control](#)

• CDC: [Healthcare Professional Preparedness Checklist for Transport and Arrival of Patients With Confirmed or Possible COVID-19](#)

• CDC: [Personal Protective Equipment](#)

• CDC: [Strategies for Optimizing the Supply of N95 Respirators](#)
• CDC: Infection Prevention and Control for Patients with Suspected or Confirmed COVID-19 in Nursing Homes

• Michigan Department of Health and Human Services: Coronavirus For Health Professionals

• MDHHS: COVID-19 Information for Medical Professional & Staff presentation from March 5, 2020

• World Health Organization: Coronavirus disease (COVID-19) technical guidance