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It is important for you to know that Capital BlueCross is well prepared to continue serving the needs of our employer groups and members as the nation continues to manage the COVID-19 pandemic. Thanks to proactive and strategic planning, we are effectively functioning as we execute our business continuity plans and move most of our employees to working remotely.

As part of our continuity planning, we are keeping close watch for continued direction from federal, state, and local government officials to help ensure our employees remain safe, healthy, and available to serve our membership. Doing all we can to protect the safety of our over 2,200 employees, Capital BlueCross and our family of companies have already moved most of our workforce to a work-from-home status, including the staff at our Enola and Lehigh Valley health and wellness stores. Our Capital Blue stores will close to the public effective today, March 17th.

Rest assured our critical core services units — namely our Member Services call center, claims processing units, and core communications teams — are functioning and ready to support the needs of all of our employer group customers and members. Given the unprecedented nature of these events and what we all must do in our businesses to adjust, we expect that there may be challenges to normal business operations. We ask for your patience as we do all we can to meet your needs. We are proud of the efforts by so many in our communities at this time, including what our employees do each day to serve you.

Please remember that Capital BlueCross is currently offering eligible members free Virtual Care medical visits. Virtual Care is a safe, sensible, and highly effective alternative source of care for people who need medical services. While we anticipate wait times for Virtual Care to increase during this time, we encourage members to use the service to alleviate the pressure off doctors' offices, urgent care centers, and hospital emergency departments.

Our mission is to protect the health and well-being of our members and the communities in which they live. We will be here for you, your employees, and their families. Please visit [capbluecross.com](https://capbluecross.com) for more information and updates.

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