



Border Travel Open for Work and Medical Care

The U.S. Administration along with the Mexican government announced a coordinated partial closure of the southern border for all vehicle and pedestrian **non-essential travel**, in an effort to contain the spread of the coronavirus COVID-19 pandemic. Temporary travel restrictions have been expanded through April 21, 2021, limiting tourist travel.

Essential travel is allowed for both medical care and work in Mexico and the U.S., as well as for educational, emergency response and public health purposes, and lawful cross-border trade.

Members with medical concerns can access the following care options:

- 1. Call the Doctor Line** - if you are experiencing fever, cough, shortness of breath, **call first** before seeking in-person care. The doctor line is available from 8:00 a.m. to 8:00 p.m., Monday through Saturday for teleconsultations with \$0 copay.
- 2. Excel Hospital** is open **24 hours** and has deployed a triage center in their lobby to screen members who are concerned about their health.
- 3.** Access to 58 **MinuteClinic**® locations inside select **CVS/Pharmacies**® for urgent care services throughout California.
- 4.** The use of **Heal**®, a new service in San Diego County that offers on-demand urgent care house calls, seven days a week, from 8:00 a.m. to 8:00 p.m.

In addition to news and media outlets, members can monitor border crossing status through the U.S. Customs & Border Protection website bwt.cbp.gov, or mobile app apps.cbp.gov/bwt/mobile.asp.

For more information, please call our **Member Service Line** at **(619) 365-4346** or connect through the **MediExcel Mobile App** available from Google Play or the Apple App Store.

