

March 13, 2020

## Coronavirus (COVID-19) and Coverage

No doubt you've heard a thing or two about Coronavirus (COVID-19). We at Care N' Care want to assure you we are staying current and keeping your health as our top priority. Education, prevention, and proper care are the best lines of defense. We know that you probably have some questions about your coverage. We've got some answers for you.

### Is there a test?

There is a test available for individuals who **may have been infected** with COVID-19.

### Is the cost of the test covered under my Care N' Care Health Plan?

Yes! COVID-19 diagnostic test is covered as preventive care, at no cost to members .

Call your in-network primary care doctor before going to the doctor's office or call an in-network urgent care or hospital if you can't reach your doctor. Or use our [online provider search](#) to help find an in-network doctor.

We're always happy to help answer coverage questions, help you find a doctor, and more. [Contact your Healthcare Concierge for assistance.](#)

### Where should I go to get tested?

Remember that your doctor is your best resource and will be able to determine if you should be tested, but urgent care centers, hospitals, and emergency rooms have access to the test, too. For more information about who is eligible, check [the CDC website](#), or the [Texas Health and Human Services Website](#).

### What about my medication?

In addition, Care N' Care members who are concerned about accessing their prescriptions during the COVID-19 outbreak can have their next prescription refilled on an as-needed basis for any medication they use regularly to treat long-term health conditions. Members should contact their pharmacist and ask them to request approval for early refills through the pharmacy help desk: 1-855-791-5302

### How do I learn about Coronavirus?

First and foremost, make sure you are getting your facts from a trusted source. The Centers for Disease Control and Prevention (CDC) and Texas health authorities are the best place to go for the most accurate, up-to-date information. Here are some resources we think you'll find valuable:

#### CDC links:

- [COVID-19 page](#)
- [FAQ's](#)
- [Current travel info](#)
- [Latest updates](#)

## How do I prevent it?

As of March 3, 2020 the virus is thought to be spread mainly from person to person. Either close contact (about 6 feet or fewer) with—or droplets from coughs or sneezes from—an infected person are the most likely ways to get sick.

It may be possible to get COVID-19 from an infected surface or object, but this is not thought to be the way the virus most often spreads. As with other infectious conditions, these prevention basics are your best defense:

- Wash your hands often, preferably with soap and water
  - After blowing your nose, coughing or sneezing
  - Before eating
  - After going to the bathroom
  - Any time hands are dirty
- Use alcohol-based hand sanitizer when soap and water are not available
- Avoid touching mouth, eyes and nose with unwashed hands
- Avoid close contact with sick people
- Stay home if you are sick
- Cover your coughs and sneezes with a tissue, then throw the tissue away
- Clean and sanitize frequently touched surfaces

## Experiencing Symptoms?

COVID-19 can feel a lot like the flu, or even a cold. In fact, the Coronavirus is a class of viruses best known for causing the common cold.

### The main symptoms are:

- Fever
- Cough
- Shortness of breath

If you're concerned about your symptoms, **call your in-network primary care doctor before going to the doctor's office.** Their staff is trained to ask the right questions to keep you and others as safe as possible.

### Be sure to mention:

- Recent travel, especially out of the country
- Possible contact with an infected person
- What your symptoms are

If you can't reach your doctor, **call an in-network urgent care or hospital before visiting.** Again, they will be trained to ask the right questions and give you the best advice about any needed precautions or instructions.

### An important note regarding face masks:

The CDC currently recommends only people with symptoms use face masks, in order to reduce the spread of the infection to healthy people. If you are instructed by your doctor's office to go into their facility or elsewhere to be evaluated, wear your own mask if you have one.

We hope this information has helped you feel more prepared to understand, prevent and manage with COVID-19.