

## **HERE IS WHAT YOU NEED TO KNOW ABOUT CORONAVIRUS (COVID-19)**

### **FOR YOUR OWN HEALTH NEEDS**

- If you are experiencing a medical emergency, please call 911 or go to your nearest emergency room.
- If you are experiencing a cold or flu like symptoms, call your doctor's office for guidance.
- Call ahead before visiting your doctor. If you have an appointment, call your doctor's office and tell them that you are experiencing flu like symptoms. This will help your doctor's office take steps to prevent other people from getting infected.
- If you have an urgent care need for any other conditions you can reach out to 98point6 our Telehealth provider. This "virtual" doctor is a good option to speak to a clinician. Telehealth doctors can answer questions about the disease and evaluate if you are at risk. For more information about telehealth, members should visit:  
<https://www.98point6.com/clearspringhealth/>

### **STEPS TO HELP PREVENT THE SPREAD OF COVID-19, IF YOU ARE SICK**

- Stay at home
- Avoid public areas
- Avoid public transportation
- Stay away from others, if possible
- Wear a facemask if you are sick or caring for a person who is sick
- Cover your mouth and nose with a tissue when you cough or sneeze and dispose of the tissues in a lined trash can
- Wash your hands with soap and water for at least 20 seconds or clean your hands with alcohol-based hand sanitizer that contains at least 60% alcohol.

### **YOUR BENEFITS**

- Due to the Coronavirus, you may receive **medically necessary** services from any available Medicare-certified doctor or facility, whether the doctor is participating or not-participating with the Plan.
- You **DO NOT** need prior authorization from your doctor nor the Health Plan to receive care.
- There will be a **\$0 copay for diagnostic testing** related to COVID-19.
- Telemedicine provider available 24/7:  
<https://www.98point6.com/clearspringhealth/> with no copayments.

- For prescription medications, please contact your pharmacy.

**These are temporary benefit changes for the duration of the crisis.  
Please check with the website for updates.**

## **WILL THE PLAN KNOW IF YOU HAVE BEEN TESTED FOR CORONAVIRUS?**

**YES**, if a claim is received using the diagnosis codes provided by the CDC for the coronavirus test, we are tracking it.

## **FOR COVID-19 UPDATE AND INFORMATION**

Please refer to the following websites:

- Centers for Disease Control and Prevention:  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>;
- National Institutes of Health: <https://www.nih.gov/>

If you want to know what is happening in your area, you can access your state's health department.

## **Questions about your benefits?**

Call the Health Plan's Member Services Department. Member Services hours are 8:00 a.m. to 8:00 p.m., seven days a week through March 31, 2020. Starting April 1, hours will be 8:00 a.m. to 8 p.m./ Monday through Friday.