

FREQUENTLY ASKED QUESTIONS:

What is coronavirus disease 2019 (COVID-19)?

The coronavirus disease 2019 (COVID-19) is an infectious respiratory disease caused by a newly identified strain of coronavirus, SARS-CoV-2, that was first detected in Wuhan, China.

What are the symptoms of COVID-19?

COVID-19 can cause a range of symptoms. Some are mild (fever, cough, shortness of breath), but the virus can lead to more severe respiratory illness, such as pneumonia, especially in people with co-existing medical conditions. Based on information that is currently available, symptoms may appear 2 - 14 days after exposure. People can infect others up to 14 days after exposure.

How does COVID-19 spread?

The virus is thought to spread mainly:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or be inhaled into the lungs.

It may also be possible that a person can get COVID-19 after touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes; however this is not thought to be the main way the virus spreads.

Should I wear a face mask?

If you are well, the CDC does not recommend wearing a face mask to protect yourself from respiratory diseases, including COVID-19.

Properly fitting face masks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of face masks is also crucial for health workers and people who are taking care of someone in close settings, such as at home or in a health care facility.

Is a vaccine available? Will the flu vaccine protect me from COVID-19?

There is currently no vaccine that prevents COVID-19. The flu vaccine, which offers protection from the flu, will not protect you from COVID-19. Researchers are currently working on the development of a COVID-19 vaccine, but it may take 12 - 18 months before it is commercially available.

Is there a test for COVID-19?

Yes, the CDC has developed a test. Your health care provider will work with your state's public health department and the CDC to determine if you need to be tested for COVID-19.

Should Health Plans cover the cost related to COVID-19 testing?

At this time, the CDC is not billing for COVID19 testing, so there is no charge for the test itself; however, member cost sharing may apply for services related to the test (such as office visits). Should tests be made commercially available, Health Plans may decide to provide coverage for them. Member cost sharing (copayments, deductibles and coinsurance) may apply. Each Health Plan should continue to review coverage and cost-sharing policies to ensure that members can receive the appropriate COVID-19 testing.

Is there a treatment for COVID-19?

There is currently no specific antiviral treatment recommended for COVID-19. People with COVID-19 should talk to their health care provider or pharmacist about what they can do for symptom relief.

If your health care provider thinks you can be treated at home, they may give you special instructions, such as to isolate yourself as much as possible from family while you're sick and to stay home for a period of time. If you're very ill, you may need to be treated in the hospital.

If you think you or a loved one may have been exposed to COVID-19, contact your health care provider immediately.

How can I get a 90-day supply of my current medications/maintenance medicine?

To ensure that you have enough medicine on hand, you can fill a 90-day supply of maintenance medicines when you are eligible for a refill. Maintenance medicines are those you take regularly, such as birth control, blood pressure or cholesterol medicines.

You can ask your health care provider for a 90-day prescription for the medicines you take regularly and have them filled at a retail pharmacy.

You may also want to check your supplies of over-the-counter pain relief, fever and cough medicines.

Is telehealth an option?

MedWatch clients with our telehealth service, Call A Doc, or other telehealth services in place, can call at any time. Telehealth visits may help limit the spread of the disease. It may also be an option for individuals in self-imposed quarantine to check in with a health care provider. If you have concerns related to COVID-19, you can check in with a health care provider from home (via smartphone, tablet or computer) to determine whether you need to take further action and to avoid long emergency room waits.

Where can I get the latest information about COVID-19?

[Centers for Disease Control and Prevention \(CDC\) - https://www.cdc.gov/](https://www.cdc.gov/)

[World Health Organization - https://www.who.int/](https://www.who.int/)