HEALTH MATTERS

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Coronavirus Disease (COVID-19) — What You Need to Know

We know that news about the COVID-19 outbreak is concerning to you and your family. Here's what you need to know.

What is a coronavirus?

A coronavirus is a family of viruses that cause illnesses ranging from the common cold to more serious respiratory illnesses. The virus that causes COVID-19 is a new coronavirus and has not previously been seen in humans. COVID-19 causes symptoms such as fever, cough, and difficulty breathing.

Am I at risk?

Those who are most at risk are older adults and those with underlying health conditions or compromised immune systems. Health care workers caring for patients with the virus should also exercise extreme caution.

How can I protect myself and my family?

The best way to prevent any virus from spreading is to:

- Wash your hands using the guidance on the next page.
- Avoid touching your eyes, nose, and mouth.
- Avoid close contact with people who are sick and stay home when you are sick.
- Cover your mouth with a tissue when you cough or sneeze, then throw the tissue in the trash. No tissue? Cough into the crook of your elbow, not your hands.
- Clean and disinfect surfaces and touchpoints like doorknobs, handles, light switches, and phones often.

Continue to practice good hygiene to prevent coronavirus, and other severe illnesses like the flu, from spreading.

What if I get sick?

Call your doctor if you think you have been exposed to COVID-19 and develop a fever and symptoms. Unless it is an emergency, stay home.

Follow your doctor's instructions and **call 911 if you have a medical emergency**. Call the hospital **before** you go to the emergency room.

Need more info? We have you covered. Visit **emblemhealth.com/covid19** for important information, updated daily, about the virus, your benefits, and more. We also encourage you to check the Centers for Disease Control and Prevention (CDC) website at **cdc.gov** for the latest updates.

Learn this Routine. Protect Yourself for Life.

Hand washing may seem like a no-brainer. You've been doing it almost all your life, but you may be doing it wrong.

Practice this routine often — especially before handling food, after using the restroom, and during flu season — to prevent you and your family from getting sick.

❶ Wet your hands with clean, running water, then apply soap (make sure not to wash it off just yet).

❷ Rub your hands together with the soap. Be sure to get the backs of your hands, between your fingers, and under your nails.

❸ Scrub your hands for at least 20 seconds. Sing "Happy Birthday" twice.

❹ Rinse your hands well under clean, running water.

❺ Dry your hands using a clean towel.

No soap and water? Use a 60% alcohol hand sanitizer until you can get to a sink.

Centers for Disease Control and Prevention (CDC) Hotline for COVID-19

Need to speak to a health professional about COVID-19? Call **888-364-3065** for information about coronavirus, traveling, or other concerns.

Why You Keep Hearing the Words 'Social Distancing'

Social distancing is an effective public health intervention where people are discouraged from meeting in large groups and are urged to keep some physical distance. This helps to slow down the spread of disease.

COVID-19, the flu, the common cold, and other illnesses are mainly transmitted through coughing or sneezing. It's a good idea to try and limit direct contact with strangers and those who are sick. Large events have been canceled, and schools and places of work are closed.

There is no reason to be alarmed, and it doesn't mean we still can't be social. With the use of technology, it's possible to see and talk to friends, family, coworkers, and doctors from a safe distance. A simple phone call can make someone's day. This may keep you and the ones you love safe and healthy.

24/7 Nurse Hotline

Have a question about your health? Need to speak to a provider but can't get in touch with your doctor? Experienced, licensed nurses are available 24/7 at **877-444-7988** for confidential, one-on-one health counseling and accurate information to help you make informed health care decisions.

Keep Calm and De-stress

Stress shows up when we start to feel like things are out of our control. Keeping ourselves informed can help, but it can also cause anxiety. It's important to remember to care for your physical and mental health during uncertain times. Here are some ways to take care of yourself:

Limit the source of stress. If the news is making you anxious, turn it off and try reading a book or meditating.

Call a friend. If you can't be with the people you care about, hearing their voices can help calm your nerves.

Get back to basics. Take time to exercise, eat well, and surround yourself with things that make you happy.

Consider offering emotional support to friends, family, or coworkers. This is especially important for those who are quarantined. Reach out by phone, text, or email and ask how they are feeling.

If these things don't help, and your stress continues, please reach out for help. Visit EmblemHealth's Live Well page at **emblemhealth.com/live-well/plan-benefits/mental-health-and-substance-use** to learn more about your mental health and where you can call for the support you deserve.
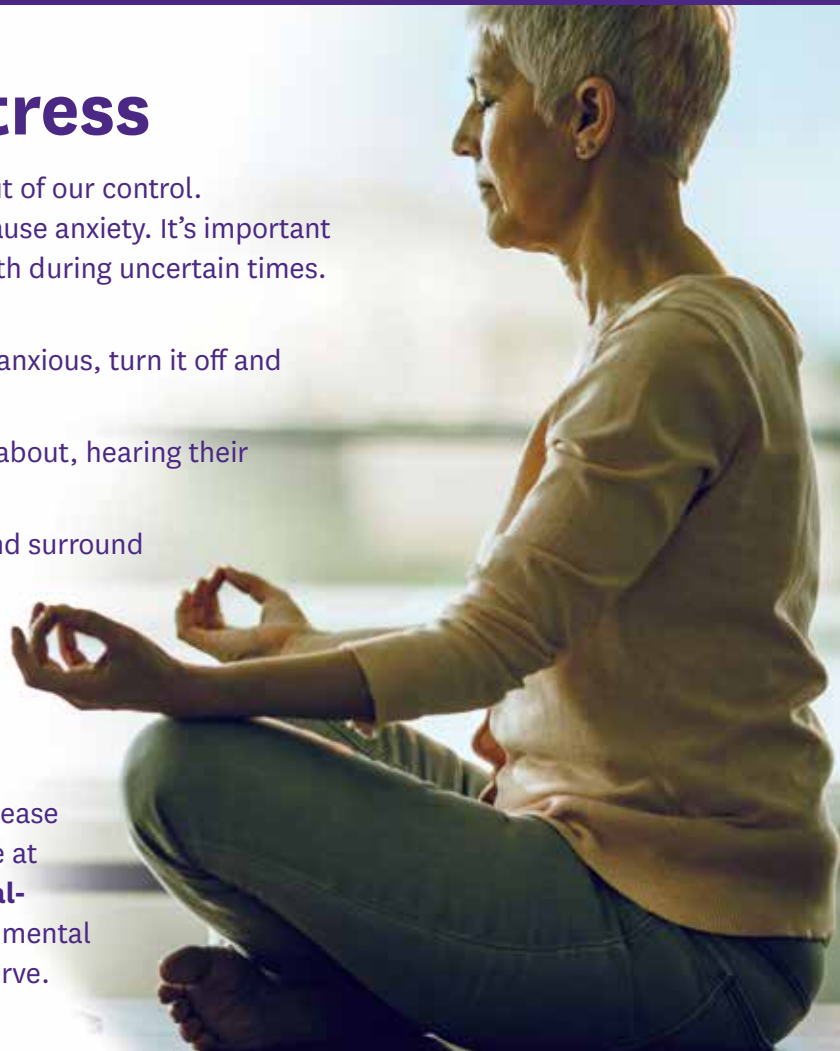
AdvantageCare Physicians Offers Virtual Visits

EmblemHealth partners with AdvantageCare Physicians (ACPNY) to bring you access to the doctors and care you need, always in our network. Patients of an ACPNY doctor can find information on changes at ACPNY's offices and how they can meet your needs at **acpny.com/live-well/coronavirus-disease-covid-19**. Be sure to check this site for the most up-to-date information.

Access to a Doctor — Wherever You Are

For more about $0-cost telehealth services with your in-network doctor during the outbreak—such as a phone call or virtual visit on Skype, FaceTime, or another type of video exchange—see our Benefit and Care frequently asked questions on **emblemhealth.com/covid19**.

For members with a benefit plan that includes Teladoc®, you have access to doctors by phone or video to diagnose and treat non-emergency conditions such as cold and flu symptoms, allergies, and more. All of this when you need it, 24/7/365, from the comfort of your home. They can even send a prescription to your local pharmacy.

Stay in Touch: Keep Your Information Up to Date

We want to make sure that we are keeping in touch with you and updating you with important health plan information. Take a moment to check your information using your *myEmblemHealth* account at **emblemhealth.com**. Be sure to update your email address, cell phone number, and preferred language. You can also call us at the number on your member ID card. A Customer Service representative will be happy to help update your records.

Concerned About Your Medicine? We Have You Covered

Today, and every day, we want to make sure that you have the peace of mind and support you need. You can get prescription medicines sent right to your door by using:

- **Express Scripts (ESI):** You can have up to a 90-day supply of your approved long-term medicines (or maintenance drugs) mailed right to your home. You can always check your prescriptions online or talk to a pharmacist, 24 hours a day, seven days a week, if you have questions. You can find more information about ESI at **emblemhealth.com/resources/pharmacy/delivery-and-refills**.

- **Our partner, Medly Pharmacy:** You can receive in-home delivery, in some cases on the same day, in New York City, Long Island, and New Jersey. To connect with a Medly Pharmacy agent, call or text Medly at **800-595-0643**.

If you cannot get your medicine ordered, you can visit one of our participating pharmacies. Find one near you at **emblemhealth.com/resources/pharmacy**.

If you need help getting your medicines, call the EmblemHealth Customer Service number on your member ID card. A Customer Service representative will be happy to help.