

Alliance member guidance on the coronavirus/COVID-19



What is COVID-19 (Coronavirus)?

Many types of coronaviruses exist, including the common cold. The 2019 Novel Coronavirus (COVID-19) is a new type of Coronavirus that causes respiratory infections of lungs and airways. The virus is contagious, meaning it can spread from person-to-person, and there is currently no vaccine.

What are the symptoms of COVID-19?

Symptoms are usually mild to moderate and include shortness of breath or difficulty breathing, fever and cough. For people with chronic illnesses or the elderly, symptoms can be more severe.

What should I do if I think I have COVID-19?

You should call your doctor if:

- You have been in contact with someone known to have COVID-19; or
- You are experiencing the above symptoms. Having these symptoms does not mean you have COVID-19, but it's best to call your doctor.

If you are unable to see your doctor, members can also call the Alliance's Nurse Advice Line (NAL) and a registered nurse will help you decide what to do next. The NAL is available 24 hours, 7 days a week. It's fast, free and easy. Call: 1 (844) 971-8907 or for the Hearing or Speech Assistance Line (TTY: Dial 7-1-1).

What can I do to stay well?

- Stay home if you are feeling sick or if you are experiencing any of these symptoms, to prevent spreading germs.
- If you think someone may be sick, avoid close contact with that person.
- Practice good hygiene. Wash your hands frequently for at least 20 seconds using soap and water. Hand sanitizer may also be used to keep your hands clean in between washing them.
- Don't touch your eyes, mouth, and nose as touching these areas can spread germs.
- Use a tissue to cover your cough or sneeze and throw the tissue in the trash as soon as possible. Then, wash your hands immediately.
- Keep touched areas free of germs. Clean objects and surfaces with a cleaning spray, soap, or disinfectant wipe.

Will I be charged a co-pay or cost sharing for COVID-19 doctor appointments or testing?

You will not be charged co-pays or cost sharing for medically necessary screening and testing for COVID-19, including hospital, emergency department, urgent care visits, and doctor office visits where the purpose of the visit is to be screened and/or tested for COVID-19.

For more information: call your doctor or call the Alliance at 1 (800) 700-3874, TTY (800) 735-2929 or 711, or visit the Centers for Disease Control (CDC) website at www.cdc.gov