

COVID-19 MOLINA MEMBER INFORMATION

General Questions

What is COVID-19?

COVID-19 is a new strain of coronavirus, which originated in Wuhan City, China. The name COVID-19, is short for “coronavirus disease 2019.” This virus causes respiratory illness, and has infected thousands of people worldwide. The Centers for Disease Control (CDC) and World Health Organization (WHO) are actively monitoring the outbreak of this new coronavirus strain. Visit the CDC’s Traveler’s Health website for warnings.

What are the symptoms of COVID-19?

Common signs of infection include fever, cough, and respiratory symptoms such as shortness of breath and breathing difficulties. In more severe cases, this infection can cause pneumonia, acute respiratory distress syndrome, kidney failure, and even death.

People with heart and lung disease or weakened immune systems, as well as infants and older adults, are at higher risk for more severe symptoms from this illness.

How is COVID-19 spread?

Coronaviruses are thought to be spread most often by respiratory droplets. They are usually spread from an infected person to others through:

- the air by coughing and sneezing.
- close personal contact such as touching or shaking hands.

Protecting Yourself

How can you help protect yourself or others from COVID-19?

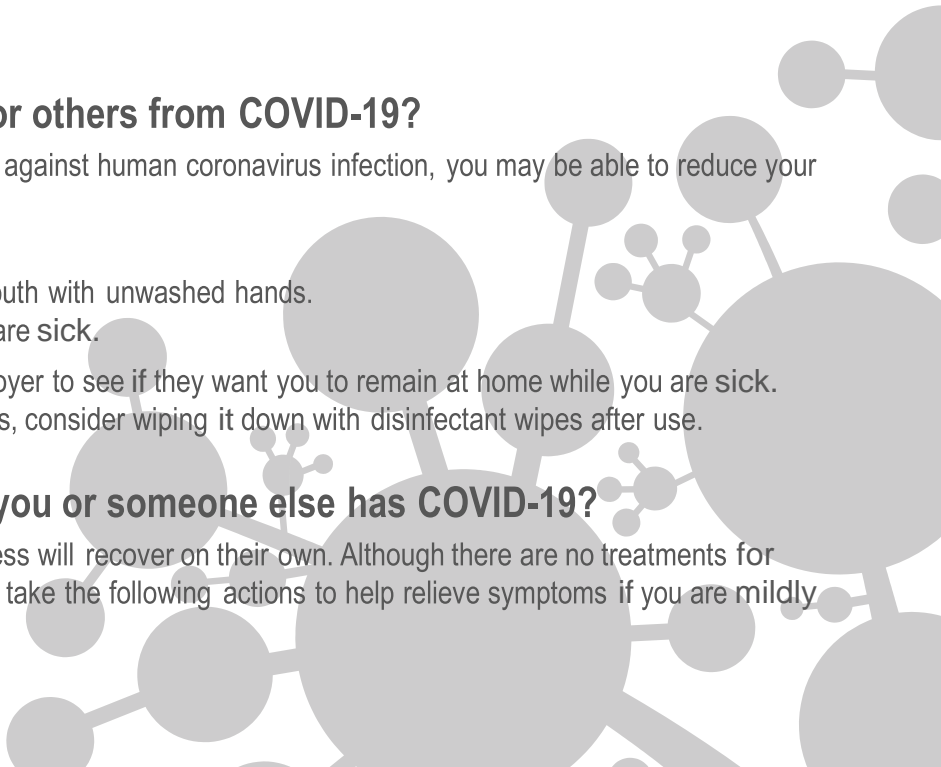
Although there are no vaccines available to protect against human coronavirus infection, you may be able to reduce your risk of infection by:

- washing your hands often.
- avoiding touching your eyes, nose, or mouth with unwashed hands.
- avoiding close contact with people who are sick.

If you have cold-like symptoms, contact your employer to see if they want you to remain at home while you are sick. If you share a workstation or equipment with others, consider wiping it down with disinfectant wipes after use.

What should you do if you suspect you or someone else has COVID-19?

Most people with common human coronavirus illness will recover on their own. Although there are no treatments for illnesses caused by human coronaviruses, you can take the following actions to help relieve symptoms if you are mildly sick:





Your Extended Family.

- Take pain and fever medications. Ask your pharmacist how they may interact with any medications you currently take. NOTE: The CDC and American Academy of Pediatrics (AAP) recommend not giving aspirin to children.
- Drink plenty of liquids.
- Stay home and rest.
- Use the Molina Nurse Advise Line to discuss your symptoms and options.
- Consider a telemedicine visit if you are not very ill, (as long as it is a covered benefit on your plan).
- If you are concerned about your symptoms, please contact your local health care provider.

Does getting the flu, pneumonia, or other vaccines reduce an individual's risk of getting COVID-19?

No, but since there is no treatment for COVID-19, getting available immunizations for other lung infections, like flu, pneumonia and whooping cough is important. This is important for those who have weakened immune systems or who may have a more serious illness.

Who should be tested for COVID-19?

The CDC recommends that anyone with symptoms of COVID-19, returning from a CDC designated "Level 2" or "Level 3" advisory area, or who has been in contact with someone who is suspected or confirmed of having the coronavirus within the last 14 days, should be tested. Your provider can help to determine if you should be tested.

How can I get COVID-19 testing?

Members who have concerns that they may have been exposed to COVID-19 or may have symptoms of COVID-19 should contact their primary care provider to discuss whether testing is advised. The CDC states that your doctor should order the testing. The tests will likely be nasal swabs that are then sent to a laboratory.

Does Molina cover testing for COVID-19?

Yes. As long as you meet CDC guidelines for testing and have a doctor's order, this testing can be done in any approved laboratory location and will be covered. Molina Medicaid members will not have to pay for this testing.

Molina Marketplace and Molina Medicare members, for now, will not be charged a co-pay or cost share for this testing if you meet these rules.

What about telemedicine visits?

Where it is a covered benefit, Molina members should consider telemedicine as an option. Such "virtual visits" may lessen the risk of exposure to other sick people in doctors' offices. Molina members can access telemedicine with the Molina Mobile app, as available.

What about my regular prescriptions?

Based on the state of emergency, refill timing has been relaxed to allow an early refill of a 30 day supply.

In addition, Molina Medicaid members are able to access a 90 day supply of maintenance prescriptions via mail order or at a retail pharmacy, if the pharmacy has the requested quantity in stock. All CVS Pharmacies are set up for mail delivery. CVS is offering free 1-2 day delivery for all prescriptions and other essential goods to help combat coronavirus. You can [click here for more info](#).



Your Extended Family.

What about prior authorization for services?

Molina is not requiring prior authorization for Medicaid members that need to be transferred from a hospital to another hospital, from a hospital to a Skilled Nursing Facility or Long Term Acute Care Facility, or Rehabilitation. In addition, non-emergent ambulance transportation for the above mentioned transfers, do not require prior authorization.

