

Coronavirus call center talking points and Frequently asked questions

Updated on 3/16/2020

Background:

Coronavirus disease 2019 (COVID-19) is a respiratory illness. It can spread between people. The first virus was detected in Wuhan, China.

This is a new strain of virus. There are still many things we don't know. We don't know how well it spreads between people. And we don't know how bad the illness can be. The Centers for Disease Control and Prevention (CDC) is monitoring this evolving situation.

We are closely monitoring the CDC and the World Health Organization (WHO) websites. As there are new updates, we will share this information. Our focus is meeting the needs of our members, providers and employees.

MEMBER FAQs

Q. What is the difference between coronavirus and COVID-19?

A. When you hear or read coronavirus and COVID -19, it's talking about the same thing. Novel coronavirus is the virus that causes people to get sick. COVID-19 is the name given to the coronavirus disease that has developed in 2019 and is the name of the respiratory illness.

Q. How is coronavirus spread?

A. The virus is thought to be spread from an infected person to others. This happens:

- From direct contact such as shaking hands
- Through the air when an infected person coughs or sneezes
- Touching an object or surface with the virus on it and then touching your mouth or eyes without washing your hands

People are most contagious when they are sick and experiencing symptoms.

Q. What are the symptoms of COVID-19?

A. Common symptoms may include:

- Fever
- Cough
- Shortness of breath

Most people with mild COVID-19 illnesses will recover on their own. They may not need to be in the hospital.

If you think you've been exposed, please contact your primary care provider right away.

Q. How can I protect myself from COVID-19?

You may be able to reduce your risk by taking these steps:

- Wash your hands often with soap and water for at least 20 seconds
- Use an alcohol-based hand sanitizer with at least 60% alcohol
- Cover your nose and mouth when you cough or sneeze
- Avoid touching your eyes, nose or mouth with unwashed hands
- Avoid close contact with people you know are sick
- Clean and disinfect frequently touched surfaces and objects, such as toys or doorknobs, especially if someone is sick

If you have symptoms of a cold or flu, stay home while you are sick. Avoid public places. This includes public transportation.

Q. Should I wear a mask?

A. Wearing a mask will not prevent you from getting sick. The CDC does not recommend use of face masks by the general public.

If you do have symptoms of COVID-19, wear a mask to help prevent spreading the disease to others. You can learn more on the CDC website at www.cdc.gov.

Q. Is there treatment for COVID-19?

A. At this time there are no specific treatments or medicines for COVID-19. There currently is no vaccine to prevent COVID-19.

If you feel sick, call your primary care provider right away. They will talk to you and let you know what you should do.

Q. Who should be tested for the COVID-19?

A. The CDC recommends the following people get tested for the virus:

- Anyone with symptoms of COVID-19
- Anyone who has visited China, South Korea, Iran, Italy or any affected area. This may change, please check www.cdc.gov for updated areas.
- Anyone who has been in contact with someone who is suspected or confirmed of having COVID-19

If you think you need to get tested, call your primary care provider right away.

Doctors have a set of criteria they use to know who should be tested for COVID-19. Not everyone will need to be tested.

Q. How do I get my medicine if I have to stay home or can't use public transportation?

A. Please check with your current pharmacy to see if they offer delivery or mail services. If they don't you can look for other pharmacies in your area at MCCofVA.com. You can call them and ask if they have delivery services.

You may also call the Magellan Rx Mail Order Pharmacy at 1-800-424-8274 to ask for your prescriptions to be mailed to your home.

If you have a Care Coordinator you can ask them to help you find another pharmacy.

Q. Can I get in-home visits if I get coronavirus and can't get to the doctor?

A. We do not currently offer in-home visits. Please contact your PCP for questions and treatment options.

Q. Do my benefits cover treatment?

A. If you think you've been exposed to COVID-19, please contact your PCP right away. Your PCP will order any medically needed treatment. Doctor visits, testing and treatment are

covered under your health plan benefits. As one of your enhanced benefits, you may also be able to get over-the-counter medications (with a prescription from your doctor) to help with symptoms of the virus.

Q. Where can I go to get updated information about this?

A. The following sites have more information. There will be updates as things change so check back to view the most recent updates.

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

State Department of Health website:

- Virginia: <http://www.vdh.virginia.gov/surveillance-and-investigation/novel-coronavirus/>

PROVIDER FAQs

Q. Who should be tested for the COVID-19?

A. The CDC recommends the following people get tested for the virus:

- Anyone with symptoms of COVID-19
- Anyone who has visited China, South Korea, Iran, Italy or any affected area. This may change, please check www.cdc.gov for updated areas.
- Anyone who has been in contact with someone who is suspected or confirmed of having COVID-19

Visit www.cdc.gov for current and updated evaluation and testing guidance.

Q. Who do I have to notify if one of my patients is a Person Under Investigation (PUI)?

A. Healthcare providers should immediately notify their local or state health department in the event of a PUI for COVID-19. Please also contact MCC Customer Service to let us know if you believe one of your patients may have COVID-19.

Q. Are there any prior authorization changes due to the coronavirus outbreak?

A. Due to the declared state of emergency, MCC is waiving pharmacy prior authorizations and allowing early refills to ensure that members have an adequate supply of their medication. Members may also get a 90-day fill of medications if they get a prescription from their doctor.

Q. How can member get medicine if they are recommended to stay home and/or not use public transportation?

A. We are encouraging members to check with their pharmacy to see if they offer delivery or mail services. If their pharmacy does not offer this service, members may use our online Provider Directory on MCCofVA.com to locate a pharmacy near them that does. Members may also call the Magellan Rx Mail Order Pharmacy at 1-800-424-8274 to ask for prescriptions to be mailed to their homes. Our Care Coordinators and Member Services are also available to help our members find a solution to get their prescriptions.

If a member is unable to obtain medication due to recommendations to self-quarantine and/or an inability to use public transportation, please reach out to the member's assigned Care Coordinator for additional assistance.

Q. Have there been any refill restrictions lifted due to the coronavirus outbreak?

A. Early refill requirements have been lifted during the State of Emergency.

Q. Will your health plan provide in-home visits to members with coronavirus?

A. We are not currently offering in-home visits to members. We are advising them to contact their PCP for questions and treatment options.

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- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

State Department of Health website:

Virginia: <http://www.vdh.virginia.gov/surveillance-and-investigation/novel-coronavirus/>