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 CDC and WHO are monitoring the outbreak of this new coronavirus strain. Visit the CDC's Traveler's Health website for travel notices and advisories.

What are the symptoms of COVID-19?
Common signs of infection include:
- Fever
- Cough
- 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 can spread most often by respiratory droplets:
- in 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?
There are no vaccines available to protect against human coronavirus infection, but you may be able to reduce your risk 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, clean with disinfectant.

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. You can take the following actions to help relieve symptoms if you are sick:

- 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).
- Please contact your local health care provider if you are concerned about your symptoms.

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

No, but getting other immunizations such as for the flu, pneumonia and whooping cough is important, especially 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 Centers for Disease Control designated "Level 2" or "Level 3" advisory area, or who has been in contact with someone who might have or has a confirmed case within the last 14 days, should be tested. Contact your provider to help determine.

How can I get COVID-19 testing?

Patients who are worried they were exposed to COVID-19 or may have symptoms of COVID-19 should contact their primary care provider. 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. If you meet CDC guidelines for testing and have a doctor's order, this testing can be done in any approved laboratory location. You 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.

What about my regular prescriptions?

Refill timing will be changed to allow refills at least up to 7 days early.

Additional Questions?

Please reach out to our Member Services Team at **1-800-223-7242 (TTY:711).**