

COVID-19 MOLINA MEMBER INFORMATION

Molina Healthcare wants Medicaid members to be informed about coronavirus disease 2019 (COVID-19). Below are some health tips for your health safety.

What is COVID-19?

COVID-19 is a new strain of virus (coronavirus), which began in Wuhan City, China. The name COVID-19, is short for “coronavirus disease 2019.” This virus causes a lung illness and has infected thousands of people worldwide.

What is considered High Risk for COVID-19?

You are at **higher risk** for serious illness from COVID-19 if you are an **older adult or have a serious long-term health conditions, like heart disease, diabetes and lung disease.**

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

The best way to prevent infection is to avoid being exposed to the virus. Check the CDC website at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) for up-to-date information.



Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your face.



Avoid close contact with people

- Put **distance between yourself and other people.** This is especially important for people who are at higher risk of getting sick.



Cover coughs and sneezes

- **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.



[MolinaHealthcare.com](https://www.MolinaHealthcare.com)



Your Extended Family.



Clean and disinfect

- **Clean AND disinfect frequently touched surfaces daily.** This includes tables, doorknobs, light switches, countertops, handles, desks, phones, remote controls, keyboards, toilets, faucets and sinks.
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.

What are the symptoms of COVID-19?

The following symptoms may appear **2-14 days after exposure.***

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

How is COVID-19 spread?

There is currently no vaccine to prevent COVID-19. **The best way to prevent illness is to avoid being exposed to this virus.**

- The virus is thought to spread mainly from person-to-person.
 - Between people who are in close contact with one another (within about **6 feet**).
 - Through respiratory droplets produced when an infected person coughs or sneezes.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

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

If you're sick, stay home

Stay home if you are sick, **except** to get medical care. Call your doctor if you have questions.

Who should be tested for COVID-19?

To learn if you have a current infection, viral tests are used. But not everyone needs this test.

- Most people will have mild illness and can recover at home without medical care and may not need to be tested.
- CDC has guidance for who should be tested, but decisions about testing are made by state and local health departments or health care providers.
- If you have symptoms of COVID-19 and want to get tested, call your health care provider first.
- Although supplies of tests are increasing, it may still be difficult to find a place to get tested.



How can I get COVID-19 testing?

Call your doctor if you aren't feeling well or have any symptoms of COVID-19. If you meet the rules for testing, per the Center for Disease Control, then your doctor can order the test.

You can also visit [Wisconsin's Health Department website](#) or your [local health department's website](#) to look for the latest local information on testing.

What should I do if I can't reach my doctor?

Call the Molina 24-Hour Nurse Advice Line at **1-888-275-8750, TTY/TDD:711**

Español: **1-866-648-3537**, TTY/TDD: 711
24 hours a day, 7 days a week.

Does Molina cover testing for COVID-19?

Yes. Molina covers testing for COVID-19.

My doctor can see me virtually. Is that something I can do??

Yes. This way of seeing the doctor is called telehealth or virtual care. You can use audio, video or both to talk with your doctor. No co-pay or prior authorization is needed. Call your doctor to see if they offer virtual care options.

You can also use telehealth with your primary care doctor, specialist, personal care worker, Home Health, DME consultants and behavioral health providers.

For more information on telemedicine check out:

- [Covering Wisconsin's Telemedicine Information Sheet -English](#)
- [Covering Wisconsin's Telemedicine Information Sheet - Español](#)

Can I get a ride to see my doctor?

Yes. For free transportation, call ForwardHealth's non-emergency medical transportation at 1-866-907-1493.

Only one-member with one driver can be done at this time.

If you think you have been exposed to COVID-19, first call your health care provider for an appointment.

Then call MTM to schedule a ride. When you schedule a ride, tell MTM you may have been exposed to COVID-19 or are feeling ill.

If you need emergency medical transportation, call "911."



What about multi-load rides?

Multi-loads of 10 people or less for transportation to children's day treatment services and methadone treatment services is available. Call 1-866-907-1493 to arrange for rides.

What about getting medication during COVID-19?

If you have questions about medication, call ForwardHealth Member Services at 1-800-362-3002.

Some medication is available for up to a 100-day supply. If necessary, you can get it filled fast. Need transportation to the pharmacy? CVS has FREE delivery for medication. Visit [CVS.com](https://www.cvs.com) for more information.

Or, call ForwardHealth non-emergency transportation MTM to request a ride to get your medication. Call 1-866-907-1493; TTY: 1-800-855-2880.

Have COVID-19 Questions?

Molina Coronavirus Chatbot

Get fast answers to your questions about coronavirus. Click on the robot icon in the upper right-hand corner of any page of the Molina website at [MolinaHealthcare.com](https://www.MolinaHealthcare.com).

Molina 24-Hour Nurse Advice Line

Talk to a registered nurse. Call the Molina 24-Hour Nurse Advice Line at 1-888-275-8750, English; 1-866-648-3537, Español, TTY/TDD: 711. Open seven days a week.

