CORONAVIRUS
COVID-19

If you are worried about the coronavirus, you are not alone. CenCal Health is doing everything possible to help our members understand and deal with this outbreak. Read this pamphlet for answers to common questions and helpful resources.

Check our website at www.cencalhealth.org/coronavirus for the latest information on accessing care.

CenCal Health’s Member Services is still open!

Member Services is open Monday - Friday from 8 a.m. to 5 p.m. If you have questions about getting care, medications, or other health services during the COVID-19 outbreak, please call Member Services at 1-877-814-1861. For the hearing impaired, please call the CA Relay at 711 or the CenCal Health TTY at 1-833-556-2560. The call is toll-free.

Because we are receiving so many calls, you may have to be on hold longer than usual. We apologize and thank you for understanding. You can also check our website for the information you are looking for at www.cencalhealth.org/members.

This document was last updated 3/27/20. Information in this document may have changed since it was published and may not be up-to-date. Please visit www.cencalhealth.org/coronavirus for the most up-to-date information.
What is the novel coronavirus?
The novel coronavirus is a new virus that can cause a serious illness in some people called COVID-19. Every day, there is more news about COVID-19 as health agencies learn more about it, how it is spread, and how it is treated.

COVID-19 is an illness that affects your lungs. It is caused by a virus called coronavirus.

How does the coronavirus spread?
The virus spreads from person to person, but also can be spread on shared surfaces like countertops, doorknobs, and handrails.

Is there a vaccine to prevent COVID-19?
There is no COVID-19 vaccine yet. That is why we all must do our best to prevent getting it and spreading it to others.

Who is at greatest risk for serious illness?
Most people who get COVID-19 will have mild to moderate illness and get better without direct medical care from their doctor. But the elderly, people with compromised immune systems or serious medical conditions, like diabetes or asthma, are at a greater risk for becoming seriously ill and should be extra careful.

Can I still go to the doctor, pharmacy, or Emergency Room when I am “social distancing”?
Yes—the best thing to do is call ahead. Your PCP’s office or pharmacy might have emergency measures in place to reduce spreading the virus, or they might have reduced hours.

What are COVID-19 symptoms?
The most common symptoms are fever, coughing, and shortness of breath. Call your Primary Care Provider (PCP) if you have these symptoms. Do not go directly to your PCP’s office, or to urgent care. This is to prevent spreading the virus to others. If you have trouble breathing, call 911 or go to the Emergency Room.

During this outbreak, your PCP may ask you to postpone preventive care like check-ups. This allows sick people to be treated first and prevents the spreading of COVID-19.
How can I protect myself from the coronavirus?

The best way to prevent illness is to avoid being exposed to this virus. On March 19, California Governor Gavin Newsom issued a stay at home order. Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job. When you go out, like to a grocery store, leave six feet of space between you and another person. This is called “social distancing.”

What else can you do?

**Wash your hands often**
with soap and water for at least 20 seconds, especially after being in a public place, or after blowing your nose, coughing, or sneezing.

**Avoid touching your eyes, nose, and mouth** with unwashed hands.

**Stay home!**
The best way to prevent illness is to avoid being exposed to this virus.

If soap and water are not available, **use a hand sanitizer that has at least 60% alcohol.**
Cover all surfaces of your hands and rub them together until they feel dry.

**Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.

**Practice social distancing.**
Leave six feet of space between you and another person.

Where can I get up-to-date information?

For the latest information, check these credible sources.

- Santa Barbara County Public Health: [www.countyofsb.org/phd • 1-833-688-5551](http://www.countyofsb.org/phd • 1-833-688-5551)
- San Luis Obispo Public Health: [www.slocounty.ca.gov • 1-805-781-5500](http://www.slocounty.ca.gov • 1-805-781-5500)
- Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

Check our website at [www.cencalhealth.org/coronavirus](http://www.cencalhealth.org/coronavirus) and follow us on social media (Facebook and Instagram) for the latest information on accessing care.
If I am staying home, I may need more of my prescription drugs. What should I do?

CenCal Health pharmacies will allow members to get an extra 30-day supply of most medications. Your pharmacist can get you an emergency fill or refill of your medication without having to contact CenCal Health for approval.

You can also get your prescription drugs through the mail at no-cost. Get a list of pharmacies that can deliver medications to you on the CenCal Health website at www.cencalhealth.org/coronavirus.

If you need help getting a prescription, you can also call Member Services.

Where should I go if I feel sick?

If you feel sick, the first thing you should do is call your PCP. Their number is on your member ID card. Tell your PCP your symptoms, and they will tell you what to do, or where to go. Tell your PCP if you think you have been around someone who has tested positive for COVID-19 and if you have developed a fever and other symptoms, such as cough or difficulty breathing.

If you feel you have a life-threatening emergency, call 911 or go to the emergency room. If you need to go to the emergency room, call ahead so they can prepare for your arrival. If you need to call 911, tell the 911 operator you’re experiencing coronavirus symptoms so the ambulance provider can prepare to treat you safely.

Do I need to get tested for COVID-19?

Call your PCP if you have the symptoms described in the “What are COVID-19 symptoms?” section. Your PCP will decide whether or not you need to be tested. Because some symptoms are similar to the flu and strep throat, your PCP may test you for those first. If your PCP decides you should receive a COVID-19 test, they will tell you where to go and how to get it.

Will CenCal Health cover the cost of tests and treatment of COVID-19?

There is no cost to be tested for COVID-19. If you test positive for COVID-19, CenCal Health will pay for treatment.

A Primary Care Provider (PCP) is your primary doctor. Your PCP’s phone number is on your CenCal Health ID card.