

March 10, 2020

Dear Valued Enrollee,

What is Coronavirus?

Coronavirus is a respiratory virus that spreads by person to person contact. The virus we are concerned about is known as COVID-19. It started in China and has spread to many countries, including the United States. Although the overall risk is low for most people, some are at risk. The number of new cases changes every day and it is important to stay informed and remain watchful.

How does COVID-19 spread?

The virus spreads through person to person contact.

- Close contact with one another (within 6 feet)
- Via respiratory droplets produced when an infected person coughs or sneezes
- These droplets can land in the mouths or noses of people nearby and inhaled into the lungs

What are the symptoms of coronavirus?

Confirmed cases of COVID-19 had mild to severe symptoms that may appear in 2 days to 14 days.

- Fever
- Cough
- Shortness of breath

How Do You Protect Yourself?

It is currently flu season, so it is recommended you get a flu shot. Take preventive measures to stop spreading germs.

1. Wash your hands for 30 seconds before eating, or touching your eyes, nose or mouth.
2. Wash your hands after touching anyone who is sneezing, coughing, or blowing their nose.
3. Don't share things that may be contaminated with respiratory germs: towels, lipstick, toys
4. Stay at home when you are sick, so you do not spread illness to others.
5. Cover your mouth and nose with a tissue when coughing or sneezing.
6. Avoid close contact with people who are sick.
7. Clean your hands with soap and water.

Who Is At Risk?

People who are at high risk of getting very sick from the illness are the following:

- Older Adults
- People with serious chronic medical conditions:
 - o Lung Disease
 - o Diabetes
 - o Heart Disease

If you are at high risk of getting sick from this illness, take extra protections to reduce your risk of getting sick.

What do you do if you are not feeling well?

We recommend you stay at home with symptoms of acute respiratory illness and fever. Contact your doctor for medical advice.

How is Trusted Health Plan, District of Columbia Supporting Our Enrollees?

We will provide coverage for evaluation, testing, medication and other associated services for COVID-19 at no additional cost to our enrollees.

Is Trusted Health Plan, District of Columbia covering testing of Coronavirus?

Yes, we are covering testing for the COVID-19 at no cost to our enrollees. Contact your healthcare provider for further information to determine if you should be tested.

What if I need extra refills on my current medications?

All enrollees receiving maintenance medication can receive an extra 30-day supply and early refill on their medication upon request. All you have to do is ask your pharmacy for the early or extra refill. No phone calls are necessary.

What if I want to have my medications mailed to my home?

You can participate in our prescription mail-order program. Contact AllianceRX Walgreens Prime at 800-345-1985.

What if I receive care for COVID-19 from a provider that is not in the network, is this a covered service?

Yes, receiving care for COVID-19 from a provider not in Trusted Health Plan District of Columbia is covered at no additional cost.



To learn more about COVID-19, look at the following video from the World Health Organization.

<https://www.youtube.com/watch?v=mOV1aBVYKGA#action=share>

The following links are great resources for up to date information.

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://coronavirus.dc.gov/>

If you have any questions, please call enrollee services at: 202 821-1100.

Kindest Regards,



George Alothy
President and CEO



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance

1100 New Jersey Avenue SE Suite 840 Washington, DC 20003

202.821.1100

www.trustedhp.com