



MOLINA HEALTHCARE OF NEW MEXICO
MARKETPLACE MEMBER COMMUNICATION
COVID-19 “CORONAVIRUS 2019”

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 Center for Disease Control (CDC), World Health Organization (WHO) and New Mexico Department of Health (NMDOH) are actively monitoring the outbreak of this new coronavirus strain. **Please visit their websites for the most up to date information below:**

- CDC - <https://www.cdc.gov/>
- WHO - <https://www.who.int/>
- NMDOH - <https://cv.nmhealth.org/>

What are the symptoms of COVID-19?

Common signs of infection include fever, cough, and 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 are thought to be spread most often by respiratory droplets. They are usually spread from an infected person to others through:

- 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?

Although there are no vaccines available to protect against human coronavirus infection, you may be able to reduce your risk of infection 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, consider wiping it down with disinfectant wipes after use.

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. Although there are no treatments for illnesses caused by human coronaviruses, you can take the following actions to help relieve symptoms if you are mildly 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.
 - If any of the following are true, call the New Mexico Department of Health (NMDOH) at 1-855-600-3453:
 - You have fever, cough, or shortness of breath, and in the 14 days before your symptoms started, you visited Europe, mainland China, South Korea, or Iran or were in contact with a person known to have COVID-19
 - You do not have fever, cough, or shortness of breath, but you did travel to Europe, mainland China, South Korea, or Iran, in the last 14 days, or were in contact with a person known to have COVID-19
 - Non-Health Related COVID 19 Questions for NMDOH
 - 1-(833)-551-0518
- You may also use the 24/7 Molina Nurse Advise Line to discuss your symptoms and options:

Molina Healthcare of New Mexico Nurse Advise Line

1-(888)-275-8750 (English)

1-(866)-648-3537 (Spanish)

TTY: 711

- If you are concerned about your symptoms, telehealth services are available to you through TELADOC®. You may contact TELADOC® at 1-800-TELADOC® (835-2362) or visit teladoc.com/molinamarketplace.
- For additional questions around your benefits please contact Molina Member Services Department or visit Molinahealthcare.com to learn more:

Molina Member Services Department

1 (888) 295-7651

Monday thru Friday - 8am – 5pm (Local Time)

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

No, but since there is no treatment for COVID-19, getting available immunizations for other lung infections, like flu, pneumonia and whooping cough is important. This is important 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 is suspected or confirmed of having the coronavirus within the last 14 days, should be tested. Your provider can help to determine if you should be tested.

How can I get COVID-19 testing?

Patients who have concerns that they may have been exposed to COVID-19 or may have symptoms of COVID-19 should contact their primary care provider to discuss whether testing is advised. 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. As long as you meet CDC guidelines for testing. This testing can be done in any approved laboratory location or designated mobile collection sites. For now, you will not be charged cost sharing for this testing.

Will I be required to pay a cost share or deductible for services related to COVID 19?

No. Molina is committed to ensuring our members receive the preventive care and testing needed for COVID 19 without member cost share.

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. You may contact your Primary Care Provider (PCP) to ask if telemedicine is right for you or you may contact TELADOC® at 1-800-TELADOC (835-2362) or visit teladoc.com/molinamarketplace.

Effective 3/12/2020, all Marketplace members are now able to access TELADOC® services for any diagnosis with no cost share during this public health emergency.

What about my regular prescriptions?

Refill timing will be relaxed to allow a one-time refill of covered prescription medication prior to expiration of your normal refill waiting period, taking into due consideration risks associated with certain drug classes.