

Coronavirus: Resources and Information for Highmark Health Options Members



May 13, 2020

Highmark Health Options is closely following updates regarding the coronavirus. We are also in close contact with various State and Federal health agencies, including the Centers for Disease Control and Prevention (CDC). Because your overall health and wellbeing are very important to us, we will take other steps to protect the health of our members and the community should the situation change.

In the meantime, we encourage all members to follow good health and hygiene practices which are available at [CDC.gov](https://www.cdc.gov) and below.

What is coronavirus and how does it spread?

Similar to the flu, coronavirus is a very contagious virus spread by direct human contact. Unlike the flu, the number of people with severe symptoms is much lower. And it appears children may be less affected. So what *should you do*?

First, there is no need to panic. If you don't stay up nights worrying about flu, you shouldn't lose sleep over coronavirus. Second, steps to lower the chances of infection are the same as the flu or common cold.

CDC recommendations

The Centers for Disease Control and Prevention recently issued updated recommendations:

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

Currently, there is no vaccine to prevent coronavirus. The best way to prevent illness is to avoid being exposed and the CDC recommends everyday preventive actions, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

Guidance for Face Coverings

Governor John Carney issued a modified State of Emergency declaration that requires Delawareans to wear face coverings in public settings.

A cloth face covering is not a substitute for existing guidance about handwashing and social distancing.

Delawareans are urged to use cloth face coverings and reserve medical-grade masks for use by health care workers and first responders. Medical-grade masks include N95, KN95, surgical, or other masks that would be appropriate for a health care setting.

Source: <https://coronavirus.delaware.gov/guidance-for-face-coverings/>

As always, if you believe that you have been exposed to the virus or are sick, please reach out to your PCP or visit your local health clinic right away.

Highmark Health Options is committed to keeping our members informed and up-to-date on the latest developments. Please be sure to check our website, highmarkhealthoptions.com for the latest updates.

If you have questions about available providers available in your area, please contact:

Medicaid Member Services:

1-844-325-6251

LTSS Member Services:

1-855-401-8251

TDD/TYY: **711** OR **1-800-232-5460**



For Help in Your Language:

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注意：如果您讲中文，可以免费为您提供语言协助服务。拨打您的 ID 卡背面的号码（听障人士专用号码：711）。

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