

COVID-19 FAQs



What is the difference between coronavirus and COVID-19?

What are the symptoms of COVID-19?

How does the COVID-19 virus spread?

When should I see my doctor?

How can I protect myself?

Who is most susceptible to COVID-19?

Is COVID-19 covered under my benefits and services?

Should I go to Urgent Care or the ER if I think I have the virus?

What is quarantine? What is social distancing?

Is testing available? How do I get it?

How can I get extra prescriptions filled during the spread of COVID-19? How can I get RX if needed? How can I afford my copay?

Do I have a virtual care benefit?

What is the difference between coronavirus and COVID-19?

A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold. COVID-19 is a new disease, caused by a new coronavirus that has not previously been seen in humans.

What are the symptoms of COVID-19?

Symptoms appear 2-14 days after exposure, and include fever, cough, and shortness of breath.

How does the COVID-19 virus spread?

Coronaviruses can live in the air and on surfaces. That means they can spread like many other viruses. Sneezing, coughing, and coming in contact with an infected person can put you at risk.

When should I see my doctor?

If you think you may have been exposed to COVID-19, or if you are experiencing fever, cough, or shortness of breath, you should contact your primary care physician or health care provider immediately.

How can I protect myself?

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.

Who is most susceptible to COVID-19?

The very young and elderly, pregnant women, or people with compromised immunity (i.e., recent surgeries, cancer, etc.) are at higher risk of complications if infected with COVID-19. Also people who have severe chronic medical conditions like heart, lung or kidney disease seem to be at higher risk.

Is COVID-19 covered under my benefits and services?

Testing and treatment for COVID-19 is covered under Highmark Health Options plans, at no cost to you.

Should I go to Urgent Care or the ER if I think I have the virus?

In case of medical emergency, call 911. That means difficulty breathing or another emergency medical condition. It is recommended to call the ER or Urgent care facility so they can prepare for your arrival. Mild cases of COVID-19 are often treated symptomatically from home or through outpatient services instead of a visit to an acute care facility.

What is quarantine? What is social distancing?

Quarantine is separating and restricting the movement of people who were exposed to a contagious disease to see if they become sick.

According to the CDC, social distancing means staying out of crowded places, avoiding group gatherings, and maintaining a distance of about 6 feet from others when you can. Social distancing is recommended for all ages to slow the spread of the virus, protect the health care system, and help protect vulnerable older adults.

Is testing available? How do I get it?

Contact your primary care physician for testing options. They will use CDC guidelines to determine if testing is warranted. Testing is completed at the State Department of Health (DOH) and will be brought into facilities once tests are available. Test results are made available within 24 hours of the State DOH receiving the test kit.

How can I get extra prescriptions filled during the spread of COVID-19? How can I get RX if needed? How can I afford my copay?

Highmark Health Options has relaxed early refill limits for prescriptions. Contact your healthcare provider to ask about obtaining medications to have on hand in case there is an outbreak of COVID-19 in your community. Effective Wednesday, March 25, all pharmacy copays will be waived during this time in response to the coronavirus.

Do I have a virtual care benefit?

When you contact your primary care physician office, ask about their telehealth (virtual visit) options. Telemedicine is a covered benefit under Highmark Health Options plans.

For more information visit:

**CDC's Coronavirus
(COVID-19) Website**

CDC Key Facts

CDC FAQs

**State of Delaware Health
and Social Services**



For Help in Your Language:

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