



A Public Entity

Inland Empire Health Plan

MEMBER FAQs: COVID-19

As of April 17, 2020

What is the Coronavirus?	The Coronavirus, also known as COVID-19, is a virus that causes breathing problems in people.
How can I get it?	The virus passes from person to person through close contact and droplets in the air from coughing or sneezing (like the common cold or flu). You are more at risk if you've traveled to infected regions or were around people who recently came back from those areas. As the list of infected regions may be changing daily, it is important to check reliable online sources like the Centers for Disease Control and Prevention (www.cdc.org) regularly to know if you may be at risk.
What are the symptoms?	Most people who get COVID-19 feel like they have the flu. Older people, especially those who are already sick or have another disease like diabetes, are in danger of getting the most severe forms of this virus. Symptoms can range from mild to severe. They include fever, cough and breathing problems.
How can I protect myself and my family?	<ul style="list-style-type: none">• Wash your hands with soap and water for at least 20 seconds to prevent the spread of the virus. Alcohol-based hand sanitizers are your next best choice.• Cover your mouth and nose with a tissue when you cough or sneeze. If you do not have a tissue, cough or sneeze into your upper sleeve and not into your hands.• Keep your hands away from your nose, mouth and eyes as much as you can.• Get a flu shot! It's not too late! The flu shot doesn't directly protect you from COVID-19, but it will help ease the impact of the flu.• Stay home if you are feeling sick until you feel better or are cleared by a Doctor. Most people who get COVID-19 get better with good self-care and rest.• Use over-the-counter cold and flu medicines to control fever and ease your symptoms.• Keep at least 6 feet away from others whenever possible.

<p>When should I call my Doctor?</p>	<p>If you think you might have COVID-19, call your Doctor’s office. Tell them your symptoms and if you’ve traveled to the infected regions or were around people who recently came back from those areas. Your Doctor will tell you what to do next so you can get the care you need and not risk passing the virus to your friends and family.</p>
<p>What if I can’t get a hold of my Doctor or the office is closed?</p>	<p>If you can’t reach your Doctor or if it’s after-hours, you can call IEHP’s 24-Hour Nurse Advice Line at 1-888-244-4347 or 1-866-577-8355 for TTY users, 24 hours a day, seven days a week. Our trained Nurses offer medical advice and, if needed, will connect you with a Doctor via phone or video chat.</p>
<p>Can I get a test even though I don’t have any of the symptoms?</p>	<p>No, as of right now, only people who have certain symptoms defined by the CDC will be tested.</p>
<p>Where can I get tested for COVID-19?</p>	<p>SAC Health System is offering testing for IEHP Members at their main clinic, located at 250 South G St. in San Bernardino. IEHP Members do not need to be assigned to SAC Health Systems in order to be tested.</p> <p>Members can call (909) 771-2911 to schedule an appointment with a clinician for over the phone. The clinician will evaluate Members and determine if they need COVID-19 testing.</p> <p>For more testing sites, visit our website at iehp.org or check your county’s health department website.</p>
<p>How much will I have to pay to get tested?</p>	<p>\$0 (No cost).</p>
<p>Will IEHP cover the costs of my treatment if I have to be quarantined at home?</p>	<p>IEHP will cover costs for any care you receive from your Doctor just as we would for any other illness.</p>

<p>Is there a vaccine available that can prevent COVID-19?</p>	<p>At this time, there is no specific vaccine for COVID-19.</p>
<p>Will IEHP cover the costs if I have to be hospitalized because of COVID-19?</p>	<p>Yes, IEHP will cover your hospital costs just as we would for any other admission.</p>
<p>Can I get my medicines delivered to my home?</p>	<p>Yes. IEHP offers a no cost mail order delivery service for new prescriptions and refills. It's easy to get started:</p> <p>Step 1: Join AllianceRX Walgreens Prime Mail Service online at https://www.alliancerxwp.com/home-delivery or call 1-800-345-1985.</p> <p>Step 2: Ask your Doctor to send the valid prescription(s) to AllianceRX Walgreens Prime Mail Service. Or ask your local pharmacy to transfer a prescription directly to AllianceRX Walgreens for future refills.</p> <p>If you have an emergency prescription or need a refill right away, find out if your local pharmacy offers same-day delivery. If not and if you are feeling sick, send someone to pick up the medicines for you.</p>
<p>How do I get 90-day refills?</p>	<p>Ask your local pharmacy for a 90-day supply. If you have any issues, please call Member Services.</p>

<p>I'm quarantined, how can I get my medicines?</p>	<p>IEHP offers a no cost mail order delivery service for new prescriptions and refills. It's easy to get started:</p> <p>Step 1: Join AllianceRX Walgreens Prime Mail Service online at https://www.alliancerxwp.com/home-delivery or call 1-800-345-1985.</p> <p>Step 2: Ask your Doctor to send the valid prescription(s) to AllianceRX Walgreens Prime Mail Service. Or ask your local pharmacy to transfer a prescription directly to AllianceRX Walgreens for future refills.</p> <p>If you have an emergency prescription or need a refill right away, find out if your local pharmacy offers same-day delivery. If not, send someone to pick up the medicines for you.</p>
<p>My Kaiser Permanente Doctor's office has closed due to the COVID-19 situation, what should I do?</p>	<p>Please use the Kaiser Permanente mobile app or visit kp.org to get online care with an e-visit or schedule a phone or video visit. You can also call toll-free 1-833-574-2273. TTY users should call 711.</p> <p>For prescriptions, you can use the mobile app or visit kp.org/pharmacy. If you have a pending prescriptions, you can go to any Kaiser Permanente pharmacy to get the prescription filled.</p>
<p>I need a ride to the doctor, what can I do?</p>	<p>At <u>least five business days before</u> your health visit, call IEHP Member Services at 1-800-440-4347, Monday- Friday 8am – 5pm. Ask to speak to the IEHP Transportation Team. TTY users should call 1-800-718-4347. Not all Members qualify for door-to-door service.</p>
<p>How can I be re-tested and is there a form that I can give to my employer so I can go back to work?</p>	<p>You should be able to get re-tested at the same place where you were first tested – your Doctor's office, drive-thru testing site etc. If you are re-tested at a drive-through testing site or clinic, you will need to follow up with your Doctor who can give you the form to go back to work. If for some reason you don't have a Doctor right now, you can go to a Federally Qualified Health Clinic for clearance.</p> <p>For local testing sites, visit our website at iehp.org or check your county's health department website.</p>

How can I learn more about COVID-19?

To learn more, visit the CDC website at www.cdc.gov