Novel Coronavirus (COVID-19)

The Centers for Disease Control and Prevention (CDC) is closely monitoring a cluster of pneumonia caused by a new viral agent (Novel Coronavirus COVID-19). The new coronavirus has resulted in thousands of confirmed human infections in a growing number of international locations, including the United States and the Bay Area.

Stanford Health Care Advantage encourages you to learn more about how you can protect yourself and your family. Click here to get the latest updates on COVID-19.

What if I have symptoms?

Call your Primary Care Physician (PCP) if you feel sick with fever, cough, or difficulty breathing, and have been in close contact with a person known to have COVID-19, or if you live in or have recently traveled from an area with ongoing spread of COVID-19. Your PCP's name and phone number are listed on your Stanford Health Care Advantage ID card. It's important to call your PCP's office first, since your doctor may be able to treat you over the phone, arrange for a video visit, or set up special screening procedures to minimize your exposure to other people.

If you are experiencing a life-threatening emergency, call 911 or go to your nearest hospital emergency room (ER).

Care by phone, on-line, or in person

You have several ways to get care without leaving the comfort of your home.

- Nurse Line – this service is available 24 hours a day, seven days a week. Your call will be answered by a registered nurse, who can help you decide whether you need to see a doctor, if it's safe to wait or if you need care right away, what to do if your symptoms get worse, and what you can start doing at home to feel better. This service is available for free for all Stanford Health Care Advantage members. Call 1-844-546-8773. TTY users should call 711.
- Video Visit – your PCP *may* have the technology to conduct an on-line video visit. Please call your PCP to ask if they have this capability. Standard copayments will apply. *Note: not all participating PCPs have this capability.*
- Teladoc – Stanford Health Care Advantage members have access to U.S. board-certified physicians through the convenience of phone, video, or mobile apps 24 hours a day, seven days a week. Teladoc is not meant to replace your PCP. It is a good alternative when you need care right away and your PCP isn't available, or if you're considering the ER for a non-emergency issue. The copayment for this service is normally $10; **however,**

Stanford Health Care Advantage is waiving the copayment for any Teladoc call during the state of emergency caused by the coronavirus.

It's best to set up your Teladoc account before you need it. Setting up an account includes completing a brief medical history so that the Teladoc physician can review your current and past illnesses and medications. There are several ways to set up your account:

◻ Teladoc.com – log in to the Teladoc website and complete "My Medical History"

☁ App – download the app and complete "Medical History"

✆ Phone – call 1.800.TELADOC (835-2632) speak to a customer services rep

COVID-19 Testing

Stanford Health Care Advantage will not require preapproval (i.e. prior authorization) for COVID-19 testing. We are also waiving copayments for medically necessary COVID-19 testing.

Prescriptions

Currently, there are no unusual drug shortages and there are several options for getting the medicines that you need. It's a good idea to fill your prescriptions by mail, especially during the COVID-19 outbreak. You can avoid standing in line at the pharmacy, and with most prescriptions you can get a 3 month supply for the price of 2 months. Our mail order pharmacy is MedImpact Direct and there are several ways to sign up:

- Sign up online—go to www.medimpactdirect.com and create an account.
- Ask your doctor to send your prescription electronically or fax it to 888.783.1773. MedImpact Direct will call you to get your approval before processing the prescription.
- Download an order form from www.medimpactdirect.com and mail it, along with the paper prescription to:

<div align="center">

MedImpact Direct Mail
PO Box 51580
Phoenix, AZ 85076-1580

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Stay Informed

Information about COVID-19 is changing rapidly. Stay informed by visiting this link.