



# Coronavirus (COVID-19) Updates

## Pay \$0 for COVID-19 testing and diagnosis

The well-being of our communities is important to us. As long as COVID-19 is a concern, PacificSource remains focused on how best to serve you and the people throughout our four-state service area. Our aim is to keep you informed while creating ways to limit the spread of the virus and optimize your access to care.

## Helping to reduce member costs

Following is a summary of updates related to COVID-19:

- PacificSource has eliminated out-of-pocket costs for COVID-19 testing, diagnosis, and treatment. Your care may include visits to outpatient care sites, such as primary care, urgent care, and emergency rooms.
- PacificSource allows a one-time early refill for prescription drugs.

(Vaccination—when it becomes available—will also be offered at no cost to you.)

- PacificSource has taken significant steps to remain fully operational and is well-positioned and committed to providing our usual high level of service throughout the duration of the crisis.

## Tips to protect yourself and your family

- Clean your hands often; wash with soap and water for at least 20 seconds (or use hand sanitizer as an alternative).
- Avoid touching your face.
- Use a tissue as a barrier when touching high-touch surfaces, such as rails and door handles.
- Disinfect your frequently used objects (such as your phone).
- Avoid handshaking, crowds, and unneeded travel.

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## Questions? We're here for you.

If you have questions, we want to help. Our Customer Service team is available Monday – Friday, 8 a.m. – 8 p.m.

### Phone

**Toll-free** (888) 863-3637

**TTY:** (800) 735-2900

**En Español:** (866) 281-1464

### Email:

MedicareCS@  
pacificsource.com



## If you're not feeling well

- Stay home.
- Wait at least 24 hours after a fever has subsided before returning to work or leaving home.
- Call your doctor's office if symptoms are persistent or turn severe.

## COVID-19 symptoms

Common signs of COVID-19 include sore throat, fever, cough, and shortness of breath. In severe cases, the disease can lead to serious lung problems, kidney failure, and even death. The virus poses a higher risk to infants and older adults. People with heart and lung disease or a weakened immune response are also at risk for serious complications. Most people who get the COVID-19 virus will recover on their own.

## Get doctor's care from home—telehealth connects you

For the duration of the COVID-19 outbreak, telehealth service gives you a way to talk to medical professionals by phone or video. You can feel confident about receiving care while avoiding crowds. To learn how to connect for a telehealth session, contact your doctor's office.

## How to get care

If you're concerned and need doctor's care:

- Call your primary care provider first before going in.
- Call our 24-Hour NurseLine at (855) 834-6150, TTY (844) 514-3774.
- Check with your doctor to see if telehealth services are available.

## What is social distancing?

Social distancing keeps people apart. Its goal is to slow the spread so that the number of people who need medical attention doesn't overwhelm hospitals. While spending most of your time at home can be difficult, the health of our communities depends on it. Restricting places and events where people normally gather will help the healthcare system better treat patients over time.

## The changing news

PacificSource remains in close contact with healthcare providers, state coronavirus response teams, and health agencies to better respond to the needs of members and doctors. Because our priority is your safety and well-being, we will continue to follow the recommendations from state health authorities. For more information from PacificSource, visit our blog at **[blog.pacificsource.com](https://blog.pacificsource.com)**.