Coronavirus Information

July 22, 2020

Latest News

Due to the coronavirus (COVID-19), the California governor has issued statewide guidance to reopen the state safely in phases. To help prevent the spread of the disease, everyone is encouraged to stay home except for essential activities. If you go out, keep at least 6 feet of distance from others and wear a cloth face covering. Remember to wash your hands frequently.

Are you a member or a provider with a question about COVID-19 or something else? Call us today, and we'll walk through your questions with you. Members, call (800) 863-4155. TTY: (800) 735-2929 or 711. Providers, call (800) 863-4155 or (707) 863-4100.

We want to keep you and our staff healthy and safe. This includes taking social distancing seriously. So, while we are still here to help, most of us are helping you from home. We appreciate your patience as we continue to work to provide you with excellent customer service.

Due to the state guidance, we have temporarily stopped member walk-in visits at our all of our offices – Eureka, Fairfield, Redding, and Santa Rosa. We apologize for any inconvenience. If you do come to one of the offices, please use the courtesy phone inside to contact Member Services. Better yet, stay home and call Member Services at (800) 863-4155. TTY: (800) 735-2929 or 711.

For additional information on the Stay Home order, visit www.covid19.ca.gov.

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Getting Help

If you or a family member have symptoms related to the coronavirus (fever, cough, shortness of breath) you should call your doctor to receive advise on the treatments you may need and IF you need to be seen in their office or in the emergency room. If you are a Partnership HealthPlan of California (PHC) member, your doctor’s number is on your PHC ID card. If you need help contacting your doctor, call the PHC Member Services Department at (800) 863-4155.

Members may also call the PHC Advice Nurse at (866) 778-8873.

PHC recommends getting an annual flu shot, which helps protect you and others from flu, which has similar symptoms to COVID-19.

If you have symptoms and your doctor says COVID-19 testing is needed, the test is covered by your PHC benefits.

It is important to call your doctor before going in. Calling ahead helps to direct you to the most appropriate care and allows for precautions to protect you and others.

Are you at Higher Risk? (From the Centers for Disease Control and Prevention, or CDC)

Early information out of China, where COVID-19 first started, shows that some people are at higher risk of getting very sick from this illness. This includes:

- Older adults – 60 and older
- People who have serious chronic medical conditions like:
  - Heart disease
  - Diabetes
  - Lung disease

If you are at higher risk for serious illness from COVID-19 because of your age or because you have a serious long-term health problem, it is extra important for you to take actions to reduce your risk of getting sick with the disease.

- Stock up on supplies.
- Take everyday precautions to keep space between yourself and others.
- If you go out in public, wear a face covering, limit close contact, and wash your hands often.
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Mental Health Services

PHC’s mental health services are covered through Beacon Health Options. To learn more about your coverage call: (855) 765-9703; 24 hours a day, 7 days a week

Take steps to protect yourself and others

Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Cover coughs and sneezes

- **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer that contains at least 60% alcohol.

Avoid close contact and stay home if you’re sick

- **Avoid close contact** with people who are not part of your household
- When in public places, put **distance between yourself and other people**. This is especially important for **people who are at higher risk of getting very sick**.
- **Stay home** if you are sick, except to get medical care. Learn **what to do if you are sick**.

Wear a face covering

- **To prevent the spread of the disease**, wear a face covering when you leave your home.
- **For more information on face coverings**, you can read the California Department of Public Health’s guidance on face coverings by **clicking here**.
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For additional prevention measures, including disinfecting instructions, click here to visit the CDC website.

Additional Resources

- **State COVID-19 Information**
  - Apply for unemployment or disability benefits
  - Apply for paid family leave
  - Get help for small business

- For public health contacts for COVID-19 information in your county, please click here.

- For California Department of Public Health – COVID-19 updates, please click here.

- You can also follow CDPH Twitter for the latest COVID-19 information at https://twitter.com/CAPublicHealth

- Visit the CDC website for the latest coronavirus information

- **CDC Frequently Asked Questions**

- CalFresh and EBT Resources
  - EBT Online FAQs
  - CalFresh Food Benefits Accepted at Select Online Retailers

- **Recursos de CDC en Español:** Prevención y tratamiento