

Latest News

Due to the coronavirus (COVID-19), the California governor has issued a statewide “Stay Home” order. To help prevent the spread of the disease, everyone is required to stay home except for essential activities. If you go out, keep at least 6 feet of distance from others.

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. Over 90% of our staff soon will be working from home. We appreciate your patience as we continue to work to provide you with excellent customer service.

Due to the Stay Home order, 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, including frequently asked questions, visit www.covid19.ca.gov.

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Coronavirus Information

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**.

You also may call PHC's Advice Nurse at **(866) 778-8873, 24 hours a day, 7 days a week**.

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.

Telehealth Services

Do you need to see your doctor but prefer not to go into their office? Call your doctor's office and ask if they are offering telehealth services. Many doctors are starting to offer telehealth services, when possible, to keep their patients safe and healthy.

Mental Health Services and Information

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**

If you are feeling anxious about COVID-19, here are some things you can do:

- Take control of the situation – implement preventive measures to limit susceptibility to COVID-19, such as washing your hands; not touching your eyes, nose and mouth; and disinfecting your home.
- Take care of yourself – eat nutritious food, exercise, limit alcohol consumption and make sleep a priority. Stay connected with family and friends so that you're not socially isolated.
- Stay informed by learning facts – Get your information from reliable sources, like CDC and WHO.
- Think about the impact you have on others – take preventive measures seriously. Communicating with family/friends about those measures is a form of positively affecting others.
- Limit your media exposure to coronavirus news – today's news cycle is 24 hours, and the exposure can be overwhelming, regardless of the topic.
- Let it go – don't dwell on what may or may not happen regarding COVID-19. Change what you can and let the rest take its course. Refocus your mind and think about positive things.

Coronavirus Information

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.
- When you go out in public, keep away from others who are sick, limit close contact and wash your hands often.
- **Avoid crowds** as much as possible.
- **Avoid cruise travel** and non-essential air travel.
- **During a COVID-19 outbreak in your community, stay home** as much as possible to further reduce your risk of being exposed.

Coronavirus Information

Take steps to protect yourself and others (CDC)



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.



Avoid close contact and stay home if you're sick

- **Avoid close contact** with people who are sick
- Put **distance between yourself and other people** if COVID-19 is spreading in your community. 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](#).



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.



Wear a facemask if you are sick

- **If you are sick:** You should wear a facemask when you are around other people and before you enter a health care provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room. [Learn what to do if you are sick](#).
- **If you are NOT sick:** New [guidance](#) recommends that individuals use a face covering (cloth mask, scarf, bandana) when in public. Health officials do not recommend that the public use medical masks (N-95 or surgical masks), which are in limited supply and must be preserved for our health care workers and first responders.

Here are a few resources for making a cloth mask:

- [Pattern](#)
- [Video](#)

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](#).
- California Coronavirus (COVID-19) Response website, [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](#)
- **Recursos de CDC en Español:** [Prevención y tratamiento](#)