

CORONAVIRUS (COVID-19) INFORMATION AND UPDATES

FirstCare Health Plans cares about the health and well-being of all of our members—including you and your family. As we continue to monitor the spread of the coronavirus, we are committed to keeping TRS Members informed.

Coronavirus, COVID-19, has led to outbreaks of respiratory illness in many countries, including the U.S. [The virus is spread](#) mainly between people who are in close contact (within 6 feet) or through respiratory droplets produced when an infected person coughs or sneezes. For most people, the infection is mild. Older adults and those with long-standing medical conditions may be at risk for more severe disease. Symptoms of COVID-19 may appear 2-14 days after exposure, including:

- Fever
- Cough
- Difficulty breathing

If you feel sick with fever, cough, or difficulty breathing and have traveled to high-risk locations or were in close contact with someone with COVID-19 in the 14 days before you began to feel sick, seek medical care. Before you go to a doctor's office or emergency room, call ahead and tell them about your recent travel and your symptoms.

\$0 Copay for Telemedicine and Other Benefit Updates

FirstCare Health Plans is actively monitoring COVID-19 developments to ensure TRS members get the care and services that they need. Currently, we are **waiving all member out-of-pocket copay and cost-sharing for telemedicine visits through MDLIVE and tests for the diagnosis of COVID-19**. We also continue to be committed to providing our members with access to all their prescription medication needs.

MDLIVE Instructions

- Members can log on to the [FirstCare self-service portal](#) and click the “Virtual Care” option.
- Members can also download the [MDLIVE mobile app](#) or call a MDLIVE representative at 1-800-718-5082.

COVID-19 Prevention

As with other viruses, a few simple steps may help you prevent illness. The U.S. Centers for Disease Control and Prevention (CDC) recommends these [everyday preventive actions](#) to help prevent the spread of respiratory illness, including:

- Avoid close contact with people who are sick.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a cleaning spray or wipe.

- Stay home when you are sick.

Planning at Home

The CDC urges the public to create a plan of action for public health emergencies, including:

- Practice everyday preventive actions now.
- Talk with family members, friends and neighbors to discuss what to do if a COVID-19 outbreak occurs in your community.
- Plan ways to care for those who might be at higher risk for serious complications.
- Choose a room in your home that can be used to separate those who are sick from those who are healthy.
- Plan for potential changes at work, your child's school, daycare, etc.
- Create an emergency contact list.
- Identify aid organizations in your community.

Travel Tips

If you are planning to travel in the coming weeks, the CDC recommends discussing travel plans with your healthcare provider and taking extra care while passing through airports or using public transportation. Stay up to date on [travel health notices](#). These notices could change on a day-to-day basis.

- **Watch - Level 1:** Travelers should use standard precautions.
- **Alert - Level 2:** Older adults and those with long-lasting medical conditions should consider postponing nonessential travel.
- **Warning - Level 3:** CDC recommends travelers avoid nonessential travel.

We're Here to Help

FirstCare Health Plans is dedicated to providing ongoing access to quality healthcare services for members impacted by public health emergencies. We will follow federal and state guidance while working with hospitals, drug stores and other providers to ensure our members get the care and medications they need.

To learn more about COVID-19, we recommend visiting:

- [Baylor Scott & White Health](#)
- [Centers for Disease Control and Prevention](#)
- [Texas Department of State Health Services](#)
- [World Health Organization](#)

Helpful Tips & Phone Numbers

- For emergencies, call 9-1-1 or go directly to the nearest hospital.
- For non-emergencies, call Customer Service to find a doctor or healthcare professional in your network.
- Talk to a nurse—24/7—by calling **1-855-828-1013**.
- If you have your member ID card, bring it with you when you get care.
- If you don't have your ID card, call Customer Service or print a temporary card from our member portal