



Coronavirus Intervention...What You Need to Know

Dear Broker Partner

Members Health Plan NJ (MHPNJ) supports the health and well-being of our members. As information and awareness about the Coronavirus continues to develop, we are offering the following interventions and support for our members:

Effective immediately, MHPNJ members will have access to the following resources:

- MHPNJ will be waiving co-pays for all specific diagnostic testing related to COVID-19 ("**Centers for Disease Control and Prevention (CDC 2019-Novel Coronavirus (2019-nCov) Real-Time Reserve Transcriptase (RT)-PCR Diagnostic Panel**"). The test can be done at any approved laboratory location.
- Beginning March 6, 2020 and for the next 90-days, MHPNJ is offering a zero dollar co-pay for telemedicine visits. MHPNJ members should use telemedicine as their first line of defense in order to limit potential exposure in physician offices. Cost sharing will be waived for all phone and video visits through Teladoc offerings.

USE TELADOC AS YOUR FIRST LINE OF DEFENSE

Using Teladoc as your first line of defense can help prevent unnecessary exposure and transmittal of the coronavirus.

Teladoc doctors can answer questions about the disease, evaluate risk, and provide support by phone or video to help prescribe treatment and medications to relieve symptoms. Teledoc physicians can also provide guidance for affected patients.

Click on the link below to enroll or access your Teladoc account:

<https://member.teladoc.com/aetna>

Or call 1-855-Teladoc (835-2362).

SYMPTOMS TO LOOK OUT FOR

Coronavirus symptoms can appear from 0 to 14 days after exposure. Symptoms vary from person-to-person. Symptoms can include:

- sneezing
- runny nose
- fatigue
- cough
- fever
- sore throat
- shortness of breath
- diarrhea

ADDITIONAL INFORMATION

MHPNJ encourages you to do your part in helping ensure your family, coworkers and communities stay healthy. We recommend following these important tips from the CDC and World Health Organization (WHO) to stay well and prevent the spread of respiratory illnesses, such as influenza and Coronavirus.

- If you are sick, stay home. Do not expose others to your illness.
- Prevent germs from spreading. Cough or sneeze into your bent elbow or a tissue - not your hands or into the air. Discard the tissue immediately after. Wash your hands often and thoroughly, including your fingertips, with soap and water for a minimum of 20 seconds. Between washings, use hand sanitizers.
- Keep yourself healthy. Avoid close contact (minimum of 3 feet, per the WHO) with people who are showing signs of being sick. Do not touch your eyes, nose or mouth. Clean shared surfaces with sanitizing wipes.
- Get medical attention. If you are sick, contact a physician or health care professional. Members Health Plan NJ partners with several excellent resources including:
 - Aetna Member informed 24 hour hotline (1-855-279-2230) where you can speak to a nurse about health issues or questions.
 - Aetna One Advocate (1-833-982-7368) for assistance with appointments, prescriptions or general questions.
 - Teladoc (1-855-835-2362) to speak with a doctor to access health care from your home or other remote location.
- Follow Travel Guidelines. If you or someone in your household is traveling, please check the **CDC's Traveler's Health Notices** and the **US Department of State's 'Smart Traveler Program'** for the latest guidance and recommendations for each country being visited.

Below is the resource center link created to provide frequently updated information regarding the COVID-19 virus for your reference:

<https://cvshealth.com/newsroom/articles/what-you-need-know-about-new-coronavirus-outbreak>

For additional Plan information please visit the Plans website at
www.MembersHealthPlanNJ.com/resources/news

Click [Tips](#) and [FAQs](#) for additional information.

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