

Aetna Better Health® of Pennsylvania
Aetna Better Health® Kids
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What You Need to Know About the Coronavirus (COVID-19)

Aetna Better Health and the CVS Health Enterprise Response and Resiliency and Infectious Disease Response teams are actively monitoring the rapidly evolving international coronavirus outbreak, which was declared a pandemic by the World Health Organization (WHO) on March 12.

Below is information about the virus - including guidance from the WHO and the Centers for Disease Control (CDC) - tips for staying healthy and a few procedures that CVS Health has implemented that focus on the health and safety of our colleagues, customers and patients. For more information about the virus, please visit the CDC and/or WHO websites dedicated to this issue.

*The content below is not intended to be a substitute for professional medical advice, diagnosis or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

General Questions

What is COVID-19?

It is a new coronavirus strain called COVID-19, which causes respiratory illness.

What are the symptoms of COVID-19?

Common signs of infection include:

- respiratory symptoms
- fever
- cough
- shortness of breath
- breathing difficulties

In more severe cases, the infection can cause:

- pneumonia
- severe acute respiratory syndrome
- kidney failure
- even death

Who is most at risk of getting COVID-19?

People with heart and lung disease or weakened immune systems. This includes infants and older adults. They are at higher risk for upper and lower respiratory tract illness.

How is COVID-19 spread?

Human coronaviruses are usually spread from an infected person to others through the air by coughing and sneezing. It is also spread through close personal contact, such as touching or shaking hands.

What is the official name for the disease caused by the new coronavirus?

The World Health Organization announced the official name for the disease caused by the new coronavirus on February 11, 2020. The new name is COVID-19, short for "coronavirus disease 2019."

Supporting you, our members

What are we doing to support Aetna members?

Will Aetna Better Health and Aetna Better Health Kids cover the cost of COVID-19 testing for members?

Aetna will waive co-pays for all COVID-19 diagnostic testing. This policy will cover the cost of physician-ordered testing for members who meet CDC guidelines. Tests can be done in any approved lab. Aetna will waive member costs for diagnostic testing at any authorized lab for Aetna Better Health and Aetna Better Health Kids members.

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

Telemedicine

- For the next 90 days, until June 15, 2020, Aetna Better Health and Aetna Better Health Kids will offer zero co-pay telemedicine visits (where available) – for any reason. This includes video or telephone consultation.
- Aetna members should use telemedicine as their first line of defense in order to limit potential exposure in physician offices.
- Co-pays will be waived for all virtual visits through the Aetna-covered Telemedicine providers and in-network providers delivering virtual care (live videoconferencing)

Pharmacy

- Aetna Better Health is offering 90-day maintenance medication prescriptions for our members.

- Aetna Better Health and Aetna Better Health Kids are also waiving early refill limits on 30-day prescription maintenance medications for all members with pharmacy benefits administered through CVS Caremark.
- Beginning immediately, CVS Pharmacy will waive charges for home delivery of prescription medications. With the CDC encouraging people at higher risk for COVID-19 complications to stay at home as much as possible, this is a convenient option to avoid coming to the pharmacy for refills or new prescriptions.

Care management resources

- Through existing care management programs, we will reach out to members who have been identified as at-risk for COVID-19. Care managers will walk members through what they can do to protect themselves. We will also help with other resources you may need to get healthy.
- You can call our 24-hour Nurse Helpline at 1-866-638-1232 (PA Relay: 711) for Aetna Better Health or 1-800-822-2447 (TTY: 711) for Aetna Better Health Kids for any COVID-19 questions.

Protecting Yourself

How can you protect yourself or others from COVID-19?

Today, there are no vaccines to protect against COVID-19. You may be able to reduce your risk of infection by:

- washing your hands often,
- avoiding touching your eyes, nose, or mouth with unwashed hands, and
- avoiding close contact with people who are sick.

If you have cold-like symptoms, as a courtesy to your co-workers and others, please remain at home while you are sick.

- If you share a workstation or equipment with others, please wipe it down with disinfectant wipes after use. Surfaces in any area occupied by an individual who has been diagnosed with COVID-19 should be washed with **70 percent ethyl alcohol chlorine solution**.
- For information about hand washing, see the CDC's [Clean Hands Save Lives](#) website.

What should you do if you think you or someone else has contracted COVID-19?

- Most people with common human coronavirus illness will recover on their own. Although there are no specific treatments for illnesses caused by human

coronaviruses, you can take the following actions to help relieve symptoms if you are mildly sick:

- Take pain and fever medications. Ask your pharmacist how they may interact with any medications you currently take. Caution: The [CDC and American Academy of Pediatrics \(AAP\)](#) recommend not giving aspirin to children.
- Use a room humidifier or take a hot shower to help ease a sore throat and cough.
- Drink plenty of liquids.
- Stay home and rest.

If you have questions about COVID-19 or your benefits, call Member Services at 1-866-638-1232 (PA Relay: 711) for Aetna Better Health or Aetna Better Health Kids at 1-800-822-2447 (TTY: 711)

You can learn more about COVID-19 at these links:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>