



IMPORTANT INFORMATION ABOUT CORONAVIRUS

Dear Member:

As you have probably seen in the news, there is a great deal of concern about the new Coronavirus that has been infecting people in many countries, including in the United States and here in the New York metropolitan area. We want to provide you with some information about this illness and your benefits in Hamaspik Medicare Select.

The symptoms of Coronavirus (also known as COVID-19) are similar to the flu. They include fever, coughing, and shortness of breath. Like the flu, the risks are often more serious in an elderly person or a person with a weak immune system. It appears to mainly be spread through close person-to-person contact. There is no vaccine for this illness, so it is important to take common sense steps to try to prevent becoming ill.

Please remember to use the same precautions as we would during any flu season including:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing.
- If soap and water is not available, then use an alcohol-based sanitizer.
- Avoid touching your eyes, nose and mouth.
- Be sure to cover your cough or sneeze with a tissue and then throw into the trash immediately.
- Avoid unnecessary travel outside of your home and avoid groups as much as possible. When you are with others, try to maintain a distance of at least 6 feet, to avoid any transmission of the virus.

There has been much speculation regarding the use of face masks. Rest assured, the CDC does not recommend face masks for the general public; it is more appropriate for hospital staff taking care of potential or confirmed coronavirus cases.

If you do not feel well and have the kinds of symptoms described above, please stay home and avoid contact with others. We encourage you to make an appointment to see your doctor.

Your benefits from Hamaspik Medicare Select cover:

- **Visits to your doctor.** For a person with Medicare and Medicaid, there is no cost to you for your doctor visits. You do not need an authorization for this service; please call your doctor's office directly to schedule an appointment.

- **Lab tests for Coronavirus.** For a person with Medicare and Medicaid, there is no cost to you for your lab tests. You do not need an authorization for this service, but your doctor will have to order this test for you.
- **Telehealth Services.** Your provider may wish to see you through the use of technology, instead of having you come to the office. Hamaspik Medicare Select now covers this type of virtual visit, if your provider offers this service. No special equipment is needed – most smartphones and personal computers have audio and video capabilities that may be used for two-way, real-time communication. The following providers are included: physicians (primary care and specialists), nurse practitioners, physician assistants, social workers, clinical psychologists, and registered dietitians.
- **Medicare Prescription Drug Coverage (“Part D”).** In order to ensure that you have access to prescription drugs, we have changed some of our policies to make this easier. Specifically, these changes include:
 - ✓ We have changed our rules for how soon you can re-fill a prescription. You can now re-fill a prescription when your existing supply is 50% used up.
 - ✓ We will now allow members to fill their prescriptions at an out-of-network pharmacy. Please note that if you go to an out-of-network pharmacy, you will need to pay for the prescription, and Hamaspik will reimburse you.
 - ✓ We offer the option of having your prescriptions delivered by mail to your home. Please contact us if you would like more information about this service.

The CDC has published more information about Coronavirus on its website, which includes an up-to-date FAQ section. This information is being updated frequently, as we learn more about the Coronavirus. Please click here for more information:

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html#basics>