

Dear Home State Health members,

### **Coronavirus: What You Need to Know**

You are hearing a lot about the Coronavirus disease (COVID-19) in the news and wondering what steps you can take to stay healthy or what to do if you don't feel well.

The symptoms of coronavirus include mild to severe respiratory symptoms, such as fever, cough, shortness of breath, and lower respiratory illness. It may be contagious before a person shows symptoms.

If you have been exposed to someone who has Coronavirus or begin showing symptoms of the virus or flu, contact your doctor or health department immediately.

As a Home State Health member you have access to virtual healthcare professionals 24/7 at no cost. This includes:

**Video Appointments with a Doctor 24/7\*:** Home State Health has partnered with Babylon to offer 24/7\* access to a doctor. Video appointments with a doctor face-to-face anytime, day or night from your phone. Go to [24/7 Access to a Doctor](#) to find more information or call 1-800-475-6168 to enroll in this service.

As always, call Member Services if you have any questions at: 1-855-694-HOME (4663)  
TDD/TTY 1-877-250-6113

Please continue to take steps to protect yourself and your community.

There are things you can do to protect yourself and those around you. Here are some tips to prevent getting sick:

- Wash your hands well with soap and water for at least 20 seconds -- hand washing is the most effective way to control the spread of many viral illnesses.
- Use alcohol-based (contains at least 60 percent) hand sanitizer.
- Cover your mouth when you cough or sneeze by coughing and sneezing into a tissue and then throwing the tissue in a wastebasket.
- Thoroughly clean surfaces that may be contaminated.
- Avoid shaking hands and close contact with people who are sick.

For more information, see the attached Centers for Disease Control Factsheet or visit [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus).

\*Behavioral health services are available Monday - Friday 7:00 a.m. to 7 p.m. CST

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If you, or someone you're helping, has questions about Home State Health, you have the right to get help and information in your language at no cost. American Sign Language interpreter services are available as well. To talk to an interpreter, call 1-855-694-4663 (TTY/TDD 1-877-250-6113).

Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Home State Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-855-694-4663 (TTY/TDD 1-877-250-6113).

如果您,或是您正在協助的對象,有關於 Home State Health 方面的問題,您有權利免費以您的母語得到幫助和訊息。還提供美國手語口譯服務。如果要與一位翻譯員講話,請撥電話 1-855-694-4663 (TTY/TDD 1-877-250-6113)。

Home State Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Home State Health cumple con las leyes Federales de derechos civiles correspondientes y no discrimina con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo.

Home State Health 遵守適用的聯邦民權法律規定,不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。