



## Benefit Fund for Hospital & Health Care Employees - Philadelphia & Vicinity

1319 Locust Street, Philadelphia, PA 19107-5405  
(215) 735-5720 • (800) 531-1199 • FAX (215) 985-9232

## FAQ about the Coronavirus

### What is COVID-19?

The CDC and WHO are actively monitoring the outbreak of a new coronavirus strain called COVID-19, which causes respiratory illness. The virus, which has infected thousands of people [worldwide](#) and caused deaths, originated in Wuhan City, China. Additional cases have now been reported in the [United States](#). Visit the [CDC Traveler's Health website](#) for travel notices and precautions.

### What are the symptoms of COVID-19?

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure, and even death.

People with heart and lung disease or weakened immune systems, as well as infants and older adults, are at higher risk for 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 and 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."

## Aetna Supporting Our Members

### Will Aetna cover the cost of COVID-19 testing for members?

Aetna will waive co-pays for all diagnostic testing related to COVID-19. This policy will cover the cost of physician-ordered testing for patients who meet CDC guidelines, which can be done in any approved laboratory location. Aetna will waive the member costs associated with diagnostic testing at any authorized location for all Commercial, Medicare and Medicaid lines of business.



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

**For the next 90 days, Aetna will offer zero co-pay telemedicine (video) visits – for any reason.** Aetna 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 virtual visits through in-network providers delivering virtual care (live video-conferencing) for all Commercial plan designs. Members wishing to use the CVS MinuteClinic telemedicine option will need to download the CVS Pharmacy app and schedule their Video visit through the app. *\*\* At this time, there is no test available for COVID-19 in ambulatory care settings such as MinuteClinic. If you suspect you have been exposed, you should reach out to your provider or the local health department for screening instructions.*

Through Aetna’s Healing Better program, **members who are diagnosed with COVID-19 will receive a care package** containing CVS over-the-counter medications to help relieve symptoms. The package will also include personal and household cleaning supplies to help keep others in the home protected from potential exposure.

Through existing care management programs, **Aetna will proactively reach out to members most at-risk for COVID-19.** Care managers will walk members through what they can do to protect themselves, where to get information on the virus, and where to go to get tested.

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.

Although there are currently no vaccines available to protect against human coronavirus infection, 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.

For more information, please log onto the following websites:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.aetna.com/individuals-families/member-rights-resources/need-to-know-coronavirus.html>