

Last updated 5/29/2020

Your health is our top priority. We want to keep you as informed and protected as possible during the COVID-19 pandemic. For the most up-to-date information on testing, symptoms, and benefits coverage related to COVID-19, please continue to visit our website and like VIVA HEALTH and/or VIVA MEDICARE on social media to be notified about new posts.

Members FAQs

COVID-19: Signs, Symptoms, Spread, Risks

[Click here](#) to watch a video about protecting yourself and others from COVID-19.

What is COVID-19?

COVID-19 is the infectious disease caused by the coronavirus, which includes the family of viruses often responsible for the common cold.

What are the signs and symptoms of COVID-19?

The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some people have aches and pains, nasal congestion, runny nose, sore throat, or diarrhea. These symptoms are usually mild and begin gradually. You may not have all of these symptoms and still be infected.

Visit the [CDC's Symptom Checker](#) [here](#) to enter your symptoms and help determine if you should contact your PCP.

Coronavirus (COVID-19)

COVID-19 is a new coronavirus that has been identified as the cause of an outbreak of respiratory illness globally.

SEVERE SYMPTOMS

- High fever (100.4 or higher)
- Pneumonia

PRIMARY SYMPTOMS

- Fever
- Runny nose
- Dry Cough
- Shortness of breath
- Fatigue
- Body Aches

TRANSMISSION

Spread from person to person through sneezing or coughing.

Respiratory droplets containing the virus can remain on surfaces even after the ill person is no longer near.

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What is social distancing?

Social distancing is staying away from crowds or congregations of 10 or more people with the intent of minimizing transmission of infectious disease outbreaks. This could include but is not limited to attending concerts, sporting events, religious gatherings, going to movie theaters or using public transportation such as buses and subways for travel.

People should maintain **six feet** of distance between each other to help mitigate the spread of COVID-19.

TIPS FOR FAMILY & KIDS

- Talk to your kids about what is social distancing and walk them around the house and point out fingerprints which may help them understand that each point of contact is an opportunity for transmission.
- Encourage family and friends to create a plan for their elderly relatives, parents or grandparents if they're accepting and to inform them of the high risk and concerns about COVID-19.
- Cancel current travel plans and trips.

SOCIAL DISTANCING DON'TS

- ⊘ Play dates for your children
- ⊘ Meeting small groups for dinner or drinks
- ⊘ Non-essential doctors appointments – dental and therapies
- ⊘ Hair and nail appointments
- ⊘ Non-essential help around the house (cleaning, cooking)

SOCIAL DISTANCING DO'S

- ✔ Facetime your friends and family often
- ✔ Keep a daily routine
- ✔ Participate in activities, but remotely, such as virtual workout classes, book clubs or streaming activity options for your kids
- ✔ Continue to pay your household staff such as a housekeeper or dog walker even though they will no longer come to your house – this will allow these individuals to stay home and safe with their families and support their own elderly parents
- ✔ Consider drive through takeouts if your family is low on food

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Can I be infected with COVID-19 and not have symptoms or feel badly?

Yes. Even if you are healthy and not experiencing symptoms, it's important that you do everything you can to reduce your risk and help reduce the risk of others, including social distancing. Symptoms may appear 2-14 days after exposure.

What is social distancing?

Social distancing is staying away from crowds or groups of 10 or more people. This will help reduce the spread of COVID-19. This could include but is not limited to attending concerts, sporting events, religious gatherings, going to movie theaters, or using public transportation, such as buses for travel. Even small groups of fewer than 10 people should maintain six feet of distance between each other to help prevent the spread.

How does COVID-19 spread?

The virus is now spreading person-to-person through coughs or sneezes and through droplets that can land in the mouths or noses of people who are nearby (within about 6 feet).

How can I reduce my risk of contracting COVID-19?

The [CDC recommends](#) the following:


- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom and before eating, and after coughing, sneezing, or blowing your nose.
- If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Always wash hands with soap and water if your hands are visibly dirty.

Are older people at more risk if they are exposed to COVID-19?


Yes. While most (about 80%) recover from the disease without requiring special treatment, older people and those with underlying medical problems—such as lung disease, heart problems, or diabetes—are believed to be more at risk of developing serious illness. Click [here](#) to watch this CDC video for more information.

Protect yourself from the spread of COVID-19

There are general precautions you can take to prevent the spread of viral respiratory infections.




Wash your hands frequently ▶ with soap and water or alcohol-based hand sanitizer, lather for at least **20 seconds**




◀ **Avoid touching your eyes, nose and mouth with unwashed hands**

Avoid close, unprotected contact with anyone with respiratory symptoms



Clean and disinfect frequently touched objects and surfaces with isopropyl alcohol

Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing



◀ **Stay healthy: eat a balanced diet, get rest, avoid stress**

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Do I have a higher risk of contracting COVID-19 if I have a chronic condition?

Based upon available information to date, those at high-risk for severe illness from COVID-19 include:

- People aged 65 years and older
- People who live in a nursing home or long-term care facility
- Other high-risk conditions could include:
 - People with chronic lung disease or moderate to severe asthma
 - People who have serious heart conditions
 - People who are immunocompromised including those receiving cancer treatment
 - People of any age with severe obesity (body mass index [BMI] ≥ 40) or certain underlying medical conditions, particularly if not well controlled, such as those with diabetes, renal failure, or liver disease

What should I do if I am at a higher risk of contracting COVID-19?

If you are at higher risk for serious illness from COVID-19 because of your age or because you have a serious long-term health problem, it is extra important for you to take actions to reduce your risk of getting sick with the disease.

- Stock up on supplies.
- Take everyday precautions to keep space between yourself and others.
- When you go out in public, keep away from others who are sick, limit close contact, and wash your hands often.
- Avoid crowds as much as possible.
- Avoid cruise travel and non-essential air travel.
- During a COVID-19 outbreak in your community, stay home as much as possible to further reduce your risk of being exposed.

Experiencing Symptoms & Testing

I am experiencing flu-like symptoms. What should I do?

Call your Primary Care Physician (PCP). He/she will determine if you need to be tested for COVID-19 and provide instructions on where you should go. If you are experiencing a **health emergency**, such as serious difficulty breathing, please call 911 and let them know you are concerned you may have COVID-19.

Should I just go to my PCP's office if I can't reach anyone by phone?

No. To prevent the spread of COVID-19, do not go to your PCP's office without an appointment.

I can't get in contact with my PCP. What should I do?

If you are a **VIVA MEDICARE member**, please call Member Services at 1-800-633-1542. TTY users call 711. Hours are Monday - Friday, 8 a.m. - 8 p.m. From October 1st to March 31st, seven days a week, 8 a.m. - 8 p.m. A Member Services representative can try to connect you with your PCP or provide alternative testing sites.

If you are a **VIVA HEALTH Commercial member**, please call Customer Service at 1-800-294-7780. A Customer Service representative can try to connect you with a testing site.

Does my PCP or another clinician have to approve me for testing?

Yes, a clinician's approval is required to be tested for COVID-19.

I do not have a PCP or my PCP is not able to schedule an appointment with me. What should I do?

Call the 24/7 Alabama COVID-19 hotline at **1-888-264-2256** for testing site locations and hours of operation. In partnership with the Jefferson County Department of Health, UAB has opened an appointment-based testing center, open seven days a week from 9:00 a.m. to 1:30 p.m. If you are experiencing COVID-19 symptoms, call **205-975-1881** for screening. If you meet the screening criteria, you will be provided with an appointment time at the drive-through testing center. **Appointments are required to be tested.**

If my PCP says I need to be tested for COVID-19, how much will it cost?

VIVA HEALTH and VIVA MEDICARE are providing 100% coverage of federally or state-approved lab testing on all plans, when medically appropriate.

Will I be charged for an office visit related to COVID-19 symptoms or testing?

VIVA HEALTH Commercial members receive 100% coverage of federally or state-approved lab testing on all Viva Health plans when medically appropriate. No deductible, copayment, or coinsurance will apply to the lab test or to an in-network office visit, urgent care center visit, or emergency department visit related to COVID-19 testing.

VIVA MEDICARE members receive 100% coverage of federally or state-approved lab testing for the coronavirus on all plans when medically appropriate. No deductible, copayment, or coinsurance will apply to the lab test or to a related in-network office visit, urgent care center visit, or emergency department visit.

Telehealth

My provider wants to schedule a telehealth visit. What is this and how much will it cost?

Telehealth is used by physicians, physician assistants, and nurse practitioners to conduct evaluations of symptoms over the phone or video.

VIVA HEALTH Commercial members can click [here](#) for the most up-to-date information on telehealth coverage and costs.

VIVA MEDICARE members can click [here](#) for the most up-to-date information on telehealth coverage and costs.

Prescription Refills & Mail Order

I'm worried about going out to pick up my medications. What should I do?

Home delivery from our mail-order pharmacy is available on all plans for most medications.

If you are a **VIVA MEDICARE member**, please contact **CVS/Caremark** at **866-788-5146**.

If you are a **VIVA HEALTH Commercial member**, please contact **Express Scripts** at **855-778-1485**.

Member Services

What if I have questions that are not answered here?

If you are a **VIVA MEDICARE member**, please call **Member Services** at **1-800-633-1542**. **TTY users call 711**.

Hours are Monday - Friday, 8 a.m. - 8 p.m. From October 1st to March 31st, seven days a week, 8 a.m. - 8 p.m.

Member Services phone number can also be found on your member ID card.

If you are a **VIVA HEALTH Commercial member**, please call **Customer Service** at **1-800-294-7780**. **TTY users call 711**. Monday - Friday, 8 a.m. - 5 p.m.

Where can I get up-to-date information on COVID-19?

VIVA HEALTH is committed to keeping members, employers, and providers informed about the coronavirus pandemic. We are diligently monitoring recommendations from the [Centers for Disease Control and Prevention \(CDC\)](#), [World Health Organization \(WHO\)](#), [Alabama Department of Public Health \(ADPH\)](#), and [University of Alabama Birmingham \(UAB\)](#).

Accurate, up-to-date information on coronavirus (COVID-19) testing, treatment, and benefits coverage can be found at vivahealth.com/coronavirus and on the [VIVA MEDICARE Facebook](#) page. To follow us on Facebook, click [here](#) and like the page.