

## March 2020 COVID-19 Update for FirstCare Members

FirstCare cares about the health and well-being of all of our members—including you and your family. We want to keep you informed about the coronavirus (COVID-19). Visit [FirstCare.com](https://www.firstcare.com) to learn more.

### Seek medical care if you feel sick

If you feel sick with fever, cough, or have difficulty breathing and were in close contact with someone with COVID-19 in the past 14 days, here are your care options:

#### Option 1: Stay home and visit a doctor virtually

We have teamed up with MDLIVE to provide you with telehealth access to doctors 24/7.

##### To visit with a doctor by phone or video:

##### **Step 1 – Access MDLIVE**

- Log on to the **FirstCare self-service portal** ([My.FirstCare.com](https://www.firstcare.com)) and click on the "Virtual Care" option; or
- Download the **MDLIVE mobile app** ([MDLIVE.com/mobileapp](https://www.mdlive.com/mobileapp)); or
- Call 1-800-718-5082

##### **Step 2 – Register**

Sign-up takes about 15 minutes.

##### **Step 3 – Find a doctor**

You can see a doctor right away or schedule an appointment time that works for you.

Note: Due to COVID-19, wait times may be slightly longer than usual.

##### **Step 4 – Start your virtual visit**

Speak to a doctor by phone or video. They'll go through your symptoms, recommend a plan of care and can even send a prescription to your nearest drug store if you need one.

#### Option 2: Find a doctor, clinic or hospital near you at FirstCare.com

When you schedule your visit, share your concerns about your COVID-19 symptoms or exposure. Your doctor's office, clinic or hospital will have instructions for your visit.

To provide the care you need during COVID-19, some doctors can also do phone calls for medical and behavioral health visits (March 20, 2020 to April 30, 2020). Call your doctor's office to learn more.

#### Option 3: Emergency care

If you are experiencing a medical emergency, call 911. Notify the operator if you have COVID-19 or need to be seen for COVID-19 symptoms. If available, put on a face mask before the ambulance arrives.

### Pharmacy Updates

The Texas State Board of Pharmacy is allowing members to get a 30-day emergency supply of medication (other than a schedule II-controlled substance) in response to the state of disaster declaration for COVID-19.

Members can get a 90-day supply of some prescriptions from their local drug store.

### Contact Us

Following CDC guidelines for COVID-19, for a limited time we do not have in-person customer service. Our Customer Advocates will be happy to help you by phone by calling 1-800-431-7798 (STAR) or 1 877 639 2447 (CHIP), Monday to Friday, 8am to 5pm.

**Thank you for being a FirstCare member. Your health is our top priority as we continue to monitor information about COVID-19.**

## **COVID-19 AND OPIOIDS: WHAT YOU NEED TO KNOW**

COVID-19 is the disease caused by the coronavirus. It attacks the lungs. For most people, the infection is mild. Older adults and those with long-standing medical conditions may be at risk for more severe disease.

People who take opioids may get sicker if they get COVID-19. If you take opioids or medicines that calm or cause sleep, you could be at risk of life threatening or accidental overdose.

For these reasons, it is a good idea to have naloxone on hand. Naloxone reverses the toxic effects of an opioid. It is a safe drug with a low risk of serious side effects. It is used for people taking high doses of opioids for long-term management of chronic pain as well as for those with addiction.

A doctor or pharmacist can show patients, family members, or caregivers how to give naloxone. It can be given as a nasal spray or as an injection. If you or another family member accidentally overdose on your prescription pain medication, naloxone can be given with life-saving results.

Talk to your doctor to see if you should get naloxone.