



Coronavirus coverage information and prevention tip sheet

CDPHP® has you covered as we navigate the coronavirus pandemic.

Telemedicine Services

In order to prevent the spread of illness, CDPHP recommends members utilize telemedicine services whenever possible including as a first line of defense if you think you have coronavirus. The following telemedicine services are available to CDPHP members at **no cost-share**.*

ER ANYWHERE – emergency telemedicine app available 24/7 for consultations, triage, testing, and treatment. ER Anywhere is safe and convenient alternative to the emergency room. Download the mobile app or call **1-866-ER-Anywhere**.

DOCTOR ON DEMAND® – telemedicine app available 24/7 for consultation, testing, and treatment. Doctor on Demand is a safe and convenient alternative to urgent care. Additionally, Doctor On Demand offers mental health services for members who need support now or during any other difficult time. Download the mobile app or log into doctorondemand.com/cdphp/join.

Telephonic Services

CDPHP is also encouraging members to take advantage of telephonic consultations. To that end, CDPHP will be covering telephonic consults (audio and video) with participating providers for physical and mental health services.

Coverage for Testing and Treatment

Your office visit, testing, and treatment* for coronavirus/COVID-19 will be covered with no cost-share. Please note, if you call ahead to your provider and they conduct a “visit” or assessment via phone, it will be covered.

Pharmacy Information

Now is a good time to consider utilizing mail order prescriptions. You are encouraged to contact CVS Customer Care to setup a 90-day, mail order supply of maintenance medications, which will be delivered to your home. Learn more by visiting www.cdphp.com/RXcorner.

If you have additional concerns about your prescription drug supplies, please contact CDPHP member services at the number on you member ID card.

For the latest updates related to coronavirus, visit www.cdphp.com/coronavirus.

Turn over for tips on preventing the spread of coronavirus

**Self-funded members, please consult your employer’s benefits department for more information.*

Preventing the spread of coronavirus

CDPHP is encouraging members to follow guidelines from the Centers for Disease Control and Prevention (CDC) to prevent the spread of illness, which include:

- ▶ Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- ▶ If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- ▶ 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 regular household cleaning spray or wipe.

CDPHP is here to support you. Call ahead to your doctor if you:

- ▶ Develop a fever
- ▶ Have symptoms of respiratory illness, such as a cough or difficulty breathing
- ▶ Have been in close contact with someone known to have coronavirus, or if you live in or have recently traveled to an area with ongoing spread.

Call the number on your CDPHP member ID card if you have questions.



Discrimination is Against the Law

Capital District Physicians' Health Plan, Inc. (CDPHP®) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Multi-language Interpreter Services

ATENCIÓN: Si habla otro idioma que no es el inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación de miembro (TTY: 711).

注意：如果您使用的語言不是英語，您可以免費獲得語言援助服務。請致電您會員ID卡上的電話（聽力障礙電傳：711）。