Coronavirus Disease 2019 (COVID-19)
Frequently Asked Questions for Gold Coast Health Plan Members

Gold Coast Health Plan (GCHP) is here to take care of you during the COVID-19 pandemic. Your health, wellness and safety are important to us. If you get sick, your care will be covered.

About COVID-19

Q: **What is Coronavirus Disease 2019 (COVID-19)?**
A: COVID-19 is a respiratory illness that can spread from person to person.

Q: **What are the symptoms of COVID-19?**
A: The following symptoms may appear 2-14 days after exposure*:

- Fever
- Cough
- Shortness of breath
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

* This list does not include all possible symptoms. The Centers for Disease Control and Prevention (CDC) will continue to update its list of symptoms as more is learned about COVID-19.

Q: **I have symptoms of COVID-19. What should I do?**
A: Free COVID-19 testing is available throughout the county. Visit www.venturacountyrecovers.org for a list of testing locations and times. Your PCP may also provide testing for COVID-19. Call your doctor and explain your symptoms before going to the doctor's office.

Q: **When do I seek emergency medical attention?**
A: Look for emergency warning signs* for COVID-19. Call 911 or your local emergency facility and notify the operator that you are seeking care for someone who has or may have COVID-19. If someone is showing any of these signs, call 911 or go to the nearest emergency room:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion

- Inability to wake or stay awake
- Bluish lips or face

* This list is not all possible symptoms. Please call your primary care provider (PCP) for any other symptoms that are severe or concerning to you.

Q: **Is there a vaccine to prevent infection?**
A: No. The best way to prevent illness is to avoid being exposed to this virus.

Q: **How can I protect myself from getting COVID-19?**
A: The best way to prevent illness is to avoid being exposed to this virus.

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Wash your hands often with soap and water for at least 20 seconds, mainly after going to the bathroom; before eating or preparing food or touching your face; and after blowing your nose, coughing, sneezing, leaving a public place, changing a diaper, caring for someone who is sick, or touching animals or pets.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wear a cloth face mask in public settings and when around people who don't live in your household, especially when other social distancing measures are hard to maintain.
- When outside of your household, stay at least six feet away from others.

Q: **I have a chronic condition that puts me at high-risk for COVID-19. What should I do?**
A: According to the CDC, if you are at higher risk of getting sick from COVID-19, you should:

- Stock up on supplies.
- Take everyday precautions to keep six feet of 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.
- During a COVID-19 outbreak in your community, stay home as much as possible.

COVID-19 Testing

Q: **Where can I get the COVID-19 test?**
A: Your primary care provider can help you determine if you should be tested for COVID-19 at the provider office or clinic. Drive-up testing sites are also available throughout Ventura County. Visit www.venturacountyrecovers.org for a list of testing locations and times.

Q: **Do I have to pay to be tested for COVID-19?**
A: There is no fee for testing that is done through the county and state testing sites or through your PCP. Private testing locations, especially those that offer tests with faster results, may charge a fee. That fee will not be covered.

Q: **What happens if I think I have COVID-19 but testing determines I don't have it? Will I then have to pay for services?**

A: If your health care provider believes you should be tested for COVID-19, they will direct you to an approved testing location. The outcome of the test does not impact coverage or payment.

Contacting Your Doctor's Office

Q: **My doctor's office is closed because of COVID-19. What do I do?**

A: Call your doctor's office for referral instructions. You can also call the GCHP advice nurse line at 1-805-437-5001 or 1-877-431-1700 (toll-free). If you use TTY, call 711.

Q: **Will GCHP cover telehealth for testing or treatment of COVID-19?**

A: Yes. GCHP must cover telehealth if an in-network provider offers it and the services are medically necessary. Also, the services and how they are delivered must meet federal and state standards for protecting your medical information. Members may call their provider to see if they offer telehealth. GCHP also can help you find those providers who are contracted and offering telehealth services.

Q: **I do not want to go to the doctor's office. What should I do?**

A: Call your doctor's office and ask if they offer telehealth services.

Q: **I have some planned travel. What should I do if I get sick while traveling? Will my care be covered?**

A: Out-of-network emergency care is covered if it is delivered at an emergency department until you are stabilized.

Pharmacy Services

Q: **I can't leave my home to get my prescription filled. What do I do?**

A: Call your pharmacy to ask if they deliver. If they don't, call OptumRx at 1-855-297-2870 / TTY 711 to request that your prescription be moved to a pharmacy that does offer delivery or ask that it be mailed to you.

Q: **Is it safe to have my prescription mailed to me?**

A: Yes. If you are expecting your prescription to arrive, please make sure to check your mailbox immediately after your mail arrives.

Q: **Will I be able to refill my prescription?**

A: GCHP now allows members to get up to 90 days of their chronic maintenance medication at a time. If your medication refill is too soon, ask your pharmacy to call OptumRx for an override.

Q: The chain pharmacy (e.g., Walgreens, CVS, Rite Aid, etc.) where I have my prescriptions filled is closed because of COVID-19. What do I do?

A: Go to another pharmacy within the same chain. They will have your prescription on file.

Q: The independent pharmacy where I have my prescriptions filled is closed because of COVID-19. What do I do?

A: Call your provider's office and ask to have your prescription called-in to a pharmacy that is open.

Q: Have pharmacy hours changed because of COVID-19?

A: Pharmacies may have reduced hours. You should call your pharmacy directly to verify when it is open.

Q: My medication needs a prior authorization. I'm worried that I won't be able to see my doctor to have it done. What do I do?

A: Most doctor's offices are now open and seeing patients either in person or via telehealth. Call your doctor's office to ask for a prior authorization. If you can't get ahold of your doctor's office, ask your pharmacist to call OptumRx for an authorization override.

Q: My pharmacy is not able to get my medication due to a shortage. What do I do?

A: Your pharmacy may be able to transfer your medication to some other pharmacy that has it in stock. Or, your doctor may be able to prescribe a similar medication that is available. Ask your pharmacy to help you get a new prescription or transfer your prescription.

Q: I don't have transportation to get to a pharmacy or to see a medical provider. How can I get there?

A: GCHP's partner, Ventura Transit System (VTS), can provide transportation for GCHP members who are in need. Members can call VTS at 1-855-628-7433. If you use a TTY, call 711.

Q: Will health insurance providers cover medical supplies such as face masks, gloves, or disinfectant that people may want?

A: Most of these supplies are not currently covered by insurance plans or reimbursed by insurance providers. Some of these supplies may be included in the services provided by home care providers under your GCHP coverage for certain medical conditions currently under treatment. GCHP is temporarily covering disinfectants through the pharmacy benefit. Other supplies, including masks and gloves, are not covered. Your pharmacy will need a prescription for disinfectants from your doctor to bill it to GCHP. Supplies are limited. Check with your local pharmacy for availability.

Resources

Q: Where can I get updated information on COVID-19?

A: For updated information, go to the Centers for Disease Control and Prevention (CDC) website at www.coronavirus.gov. For local information, visit www.venturacountyrecovers.org.

Statement of Nondiscrimination and Language Assistance

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

Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7347).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228 (TTY: 1-888-310-7347).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-301-1228 (TTY: 1-888-310-7347)。