



## MEMORANDUM

**TO:** Valued Medicaid Providers  
**FROM:** El Paso Health  
**DATE:** March 10, 2020  
**RE:** Coronavirus Disease 2019 (COVID -19)

---

Coronavirus Disease 2019 (COVID-19)- What You Need to Know

Facts about Coronavirus from CDC.gov:

Coronavirus Disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. This virus was first detected in Wuhan, China and likely emerged from an animal source. Anyone who feels sick and has traveled to China within the last 14 days, or has been in close contact with a person who is known to have the COVID -19, is encouraged to seek medical attention. Calling ahead before you go to the doctor's office or emergency room is preferred in order to inform staff of current symptoms.

### Symptoms

Symptoms of the virus may appear 2-14 days after exposure and include fever, cough and shortness of breath.

### Prevention

There is no vaccine to prevent the COVID-19 virus, however, you can help prevent the spread of the virus with these simple actions:

- Stay home when you are sick.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Clean and disinfect objects and surfaces using cleaning wipes or household sprays.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid close contact with people who are sick.
- Follow CDC's recommendation for using a facemask.



**El Paso Health**  
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

## **M E M O R A N D U M**

For more information and updates regarding the Coronavirus (COVID-19), please visit The Center for Disease Control and Prevention (CDC) and the Texas Department of State Health Services (DSHS) websites:

**Coronavirus Disease 2019 (COVID-2019)**

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

**Frequently Asked Questions and Answers**

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

**Healthcare Professionals: Frequently Asked Questions and Answers**

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/faq.html>

**Information for Healthcare Professionals**

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/index.html>

**How COVID-19 is spread**

<https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>

**Stigma Related to COVID-19**

<https://www.cdc.gov/coronavirus/2019-ncov/about/related-stigma.html>

**DSHS Novel Coronavirus Website**

<https://www.dshs.texas.gov/news/updates.shtm>

Please contact our Provider Relations Department at 915-532-3778 for any questions regarding this information. El Paso Health members may call our 24-hour FIRSTCall Medical Advice Infoline to speak to professionals regarding health questions.

**FIRSTCall Medical Advice Infoline**

**1-844-549-2826**