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

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ACCREDITED
Health Plan
Expires 04/01/2021

March 18, 2020

Dear Member,

We are closely monitoring Coronavirus (COVID-19) and the most updated information from the Centers for Disease Control and Prevention (CDC) to help keep you and your family healthy.

Here are some facts about Coronavirus

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.

Symptoms

Symptoms of the virus may appear 2-14 days after exposure. Symptoms may include fever, cough and shortness of breath. **Call your doctor** if you feel sick and have traveled to China or Europe within the last 14 days. Or if you have been in close contact with a person who has traveled to China or Europe. Calling ahead before you go to the doctor's office is preferred in order to inform staff of current symptoms.

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:

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

FIRSTCALL
MEDICAL ADVICE INFOLINE

Available 24 Hours/7 Days A Week

CALL 1-844-549-2826

For Members of **El Paso Health**

For more information and updates on COVID-19, please visit the CDC: https://www.cdc.gov/coronavirus/2019-ncov/index.html

Sincerely,

El Paso Health

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