

Helping you stay informed about coronavirus (COVID-19)



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HealthSCOPE Benefits is working to ensure we are available to support you during this time. Here is general information about how you can best cope with COVID-19. For more specific information about your plan, log into your member portal or call the phone number on your member ID card.

The CDC is your best resource for COVID-19

The COVID-19 situation continues to quickly evolve. Go to the [CDC website for the latest information](#) on COVID-19, including how to protect yourself, what to do if you are sick and if you should travel.

If you think you might have been exposed to COVID-19, call your health care provider right away. If your plan utilizes provider networks, you can find a network health care provider by selecting **Find a provider** on your member portal at <https://pebp.state.nv.us> or by calling us using the phone number on your member ID card.

Resources for our members

Access your health plan account: Sign in to www.healthscopebenefits.com to find network health care providers, benefits coverage and more.

Call with COVID-19 benefits questions:

If you have health benefits questions or need help finding a health care provider, call the phone number on your HealthSCOPE Benefits member ID card.

Get emotional support: Call our emotional support line any time at **866-342-6892**. This 24/7 Optum Help Line is staffed by professionally trained mental health experts, free of charge and open to anyone.

The Centers for Disease Control and Prevention (CDC) is the best place to go for [COVID-19 questions and information](#). HealthSCOPE Benefits is here to support you and respond to your health benefits needs and questions.

Frequently asked questions

What are the symptoms of COVID-19?

Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms or combinations of symptoms may have COVID-19:

- Cough
- Shortness of breath

Or at least two of these symptoms:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Some people — usually the elderly or the immunocompromised (those with an inadequate immune system or existing chronic conditions) — may experience more severe symptoms, such as pneumonia, severe acute respiratory syndrome or even death.

Is there a treatment for COVID-19?

At present, there is no specific treatment or vaccine for COVID-19. Please speak to your provider about whether or not you need testing.

Supportive care for affected individuals may include hydration, supplemental oxygen or mechanical ventilation for severe illness.

How can I protect myself from COVID-19?

Until there are more answers, you are advised to follow good prevention practices, including:

- Washing your hands frequently with soap and water for 20 seconds or using alcohol-based hand sanitizer

with at least 60% alcohol if soap and water are not available.

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched surfaces, like your phone or computer.
- Cover your nose and mouth with a tissue when you cough or sneeze then throw the tissue in the trash.

I may have been exposed to COVID-19. What should I do?

Call your primary care provider right away if you believe you might have been exposed to COVID-19. If your plan utilizes provider networks, you can find a network health care provider by selecting **Find a provider** on your member portal at <https://pebp.state.nv.us> or by calling us using the phone number on your member ID card.

Where do I get the COVID-19 test?

If your health care provider determines you should be tested for COVID-19 and orders the test, they should work with local and state health departments to coordinate testing.

The most common place for testing is the health care provider's office or clinic. Also, several large retail outlets and drug stores will soon be offering drive-up testing in their parking lots.

Your test may be sent to certain commercial labs authorized to perform the testing, a local public health laboratory, or the CDC.

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Will my plan cover the cost of COVID-19 care? Will drive-up testing be an option?

If you meet the CDC guidelines for testing, and it's requested by your doctor, all costs for COVID-19 testing are waived.

In addition, costs are waived for visits associated with COVID-19 testing, whether the care is received in a physician's office, telehealth visit, an urgent care center or an emergency department, in- or out-of-network.

If you have coverage questions on testing, testing locations, treatments or anything else, please call the number on your health plan ID card.

What are the types of COVID-19 diagnostic tests available?

There are a few different kinds of diagnostic tests available to help diagnose COVID-19. You can learn more about diagnostic tests on the [CDC website](#).

My health system is offering a COVID-19 antibody test. What is the value in this?

Your physician can help you determine if you need an antibody test. Antibody tests can only determine if a person might have been exposed to COVID-19 in the past.

At this time, it is not known what level of antibodies, if at all, provides immunity to COVID-19. Until there is a better understanding about antibodies, the results should not be used to diagnose a current COVID-19 infection. Also, until clinical evidence is available, there are no recommendations at this time on how this test can be used. It should not be used to make employment decisions or decisions regarding the need for personal protective equipment.

How do I know if the COVID-19 antibody test is FDA-authorized?

Ask your physician or health care professional to use an [FDA-authorized test](#). Tests must be FDA-authorized to be covered without cost sharing. FDA-authorized tests include tests approved for patient use through pre-market approval or emergency use pathways, as well as tests that are developed and administered in accordance with FDA specifications or through state regulatory approval.

If I have questions, can I call HealthSCOPE Benefits?

Yes. We are here to answer your COVID-19 health benefits questions and help you access a network health care provider. Just call the phone number on your member ID card.



For additional information, visit <https://www.cdc.gov/nCoV> or [who.int](https://www.who.int).