

Coronavirus and What It Means

What is a coronavirus?

Coronaviruses have been around for decades and are perhaps best known for causing illnesses like the common cold, with symptoms like coughing, sneezing and other upper respiratory issues. In late 2019, a new coronavirus, COVID-19, was discovered.



What can you do to keep yourself and others healthy?

According to the Centers for Disease Control (CDC): Right now, there is not a vaccine to prevent coronavirus disease 2019 (COVID-19). People may spread the disease even before showing symptoms or when not feeling that sick. The best way to prevent getting sick is to avoid being exposed to this virus. The CDC says you should always take steps to help prevent the spread of respiratory diseases, including:

- Stay out of crowds of 5 or more people.
- Try not to be around people who are sick.
- Try not to touch 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.
- Be sure to clean items and surfaces that are touched often. Clean them using a regular household cleaning spray or wipe.

- Follow the CDC's advice for using a facemask.
 - The CDC does not suggest that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
 - Facemasks should be used by people who show signs of COVID-19 to help avoid the spread of the disease to others.
 - The use of facemasks is also important for health workers and people who are taking care of someone in close settings (at home or in a health care facility).
- 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 look dirty.

Continued on next page.

Source: Centers for Disease Control and Prevention: Coronavirus Disease 2019 (COVID-19) <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
This document was created on March 25, 2020. New information may become available. Visit websites or call phone numbers in this document for the most up-to-date information.

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What are the symptoms of the coronavirus?

- Fever
- Cough
- Shortness of breath

What should I do if I think I have COVID-19?

If you are sick with COVID-19 or think you might have it, follow the steps below to help protect other people in your home and community.

- **Stay home except to get medical care.** People who are mildly ill with COVID-19 are able to recover at home. Do not leave, except to get medical care.
- **Separate yourself from other people in your home.** This is known as home isolation.
- **Call ahead before visiting your doctor.** This will help the office protect themselves and other patients.
- **Wear a facemask if you are sick.** Wear it when you are around other people or before you enter a health care provider's office.
- **Monitor your symptoms.** Seek medical care right away if your illness is worsening (for example, if you have difficulty breathing or you have a high fever greater than 102.5).

Do I need to go to the emergency room (ER)?

Not usually. But if you develop emergency warning signs for COVID-19, get medical attention immediately. Call 911 and notify the operator that you have or think you might have COVID-19. Emergency warning signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

*This list is not all inclusive. If you are not sure if you need to go to the ER, call your health care provider. Or, call the 24/7 Nurseline at **1-877-213-2567** (TTY: **711**). The 24/7 Nurseline is available 24 hours a day, 7 days a week.

For More Information

- CDC: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- NM Department of Health: <https://cv.nmhealth.org/>
- Coronavirus Hotline: **1-855-600-3453** (TTY: **711**)
- Blue Cross Community Centennial Member Services: **1-866-689-1523** (TTY: **711**)

Providers across New Mexico offer safe screening and testing for COVID-19.

Please visit <https://cv.nmhealth.org/public-health-screening-and-testing/> for a list of sites conducting COVID-19 screening and testing (swab/specimen collection).

The New Mexico Department of Health updates the website daily, but things can change more rapidly than that. Please call the test site you want to visit at the number provided. Do so before you go in. This is to make sure that the hours of operation and their screening requirements are up to date.

Sites are designed to keep you and health care workers safe. Sometimes you stay in your car. Other sites will screen you before you come indoors.

- Some people will meet the clinical criteria to be tested.
- Some people will be advised to STAY HOME for a 14-day period to be extra safe.
- Some people will be directed to other medical services.
- It is critical that all New Mexicans know that **those without symptoms of COVID-19 infection** – those symptoms being fever, cough, or shortness of breath – **do not need testing for COVID-19**. It is currently allergy season. Having allergy symptoms such as sneezing, and itchy eyes, nose or throat is not an indication for testing.
- Testing needs to be prioritized for those with symptoms of COVID-19 infection: fever, cough or shortness of breath.
Please only get tested if you are currently exhibiting COVID-19 symptoms.

All testing is at no charge. Keep in mind that no health care providers may charge or bill you for copays or other costs for a COVID-19 test in our state.

Centers for Disease Control and Prevention: Coronavirus Disease 2019 (COVID19) <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

All health care providers referenced in this document are not employed by and are independent from BCBSNM.

Members are encouraged to seek the advice of their provider or specialist to discuss their health care needs. Decisions regarding course and place of treatment remain with the member and his or her health care providers.

The intent of this document is to provide members with information. The information provided is NOT medical advice or a substitute for your health care provider's advice or care. Always talk to your provider about health questions or concerns before making any treatment decisions. The final decision on whether to start or stop treatment for COVID-19 is between you and your provider.

**To ask for auxiliary aids and services or materials in other
formats and languages at no cost,
please call 1-866-689-1523 (TTY/TDD: 711).**

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Blue Cross and Blue Shield of New Mexico:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of New Mexico has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hsc.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-710-6984 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódííłnih 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-710-6984 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-710-6984 (TTY: 711).

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 1-855-710-6984 (TTY: 711)。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-710-6984 (رقم هاتف الصم والبكم: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-710-6984 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-710-6984 (TTY: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-710-6984 (TTY: 711) まで、お電話にてご連絡ください。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-710-6984 (ATS: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-710-6984 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-710-6984 (телетайп: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

1-855-710-6984 (TTY: 711) पर कॉल करें।

هجوٲ: رگا هب نابز سرافى وگتفگ مى دینک، تلابهست نابزى هب تروص ناگیار اربى امش مهارف مى دشاب. اب 1-855-710-6984 (TTY: 711) سامت دیریگب.

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