

## COVID-19 (Coronavirus): What you need to know

Independence Blue Cross (Independence) is committed to ensuring that our Medicare Advantage members have access to the care and information they need. We aim to help you stay informed to protect yourself and those around you.

### Older adults at higher risk

The Centers for Disease Control and Prevention (CDC) has identified older adults and people who have serious chronic medical conditions like heart disease, lung disease, and diabetes at higher risk for more serious COVID-19 illness.

### Preventive actions

The CDC has recommendations for the public as it relates to COVID-19:

- Take everyday preventive actions to prevent the spread of respiratory viruses.
  - Avoid close contact with sick people.
  - While sick, limit contact with others as much as possible.
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands. Avoid touching your eyes, nose and mouth. Germs spread this way.
  - Clean and disinfect surfaces and objects that are frequently touched or may be contaminated with germs.
  - Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand rub with at least 60% alcohol.
- Stay up to date on CDC Travel Health Notices by visiting [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

### Scheduled doctor's appointments

It is important to stay on track with treatments prescribed by your doctor, and to keep any regularly scheduled doctor's visits, examinations, or vaccinations. Please be sure to call your doctor first to see whether they prefer the visit to be rescheduled or if they are able to provide services over the phone.

If you have respiratory symptoms, please call your doctor's office ahead of time. Depending on the severity of your symptoms, they may provide special instructions.

### What to do if you have symptoms

Members should call their doctor first. Your doctor will be able to determine appropriate next steps and may ask you questions around symptoms, travel history, and possible other exposure to the virus.

## Support older adults

The CDC recommends that family members, neighbors, and caregivers:

- Know what medications loved ones are taking and make sure they have access to several weeks of medications and supplies
- Monitor food and other medical supplies (oxygen, incontinence, dialysis, wound care) needed and create a back-up plan.
- Stock up on non-perishable food items to have enough on hand at home for a few weeks.
- If you care for a loved one living in a care facility, monitor the situation, ask about the health of the other residents frequently, and know the protocol if there is an outbreak.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

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