



COMMUNITY
CARE HEALTH



Helping Our Members Navigate COVID-19

Revised January 2021



CCH Is Committed to Helping You Get Through this Difficult Time

Community Care Health (CCH) is taking multiple steps to ensure our members have access to the care and information necessary to address coronavirus (COVID-19).



Helping Our Members Navigate COVID-19

FAQ

Frequently Asked Questions

Regarding Your Pharmacy Benefit Needs

Q: Can members get early refills on their prescriptions?

Yes, prescription refill limitations are temporarily removed for most medications.

Q: Can members get medications delivered to their homes?

Yes, members may receive a 90-day mail order supply of most medications through MedImpact's mail-order program. Members wishing to have prescriptions delivered to their home should go to [medimpactdirect.com](https://www.medimpactdirect.com) to register, or call MedImpact's Customer Service at 1 (855) 873-8739.

Q: Will prior authorization and/or step therapy requirements be relaxed?

Yes, in most cases, prior authorization time frames and step therapy requirements will be temporarily relaxed or waived. Members should contact MedImpact at 1 (855) 873-8739 for more information.

Due to the evolving nature of COVID-19 and frequently updated information, please visit [communitycarehealth.org/coronavirus](https://www.communitycarehealth.org/coronavirus) and [cdc.gov](https://www.cdc.gov).

Contact the Fresno County Health Department if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19. **For guidance, contact Fresno County Health Department at (559) 600-3332.**

Contact Us

CCH Customer Service Representatives are available to assist you from 8 a.m. to 5 p.m., Monday to Friday. 1 (855) 343-2247. customerservice@communitycarehealth.org

CCH Will Cover Medically Necessary Screening and Testing Associated with COVID-19 including:

COVID-19 Screening Visits: CCH is waiving out-of-pocket costs for medically necessary COVID-19 screening (including, but not limited to, co-pays, deductibles, or coinsurance) for hospital (including emergency department), urgent care visits, and provider office visits where the purpose of the visit is to be screened and/or tested for COVID-19.

COVID-19 Testing: CCH is waiving out-of-pocket costs (see above) for medically necessary COVID-19 FDA-approved testing. Only a health care provider or hospital can administer the test and send the sample to an approved lab for results.

ALL Copayments Waived for Telehealth Visits provided by CMP e-Visits



To help reduce the risk of exposing you and others to the flu, common cold and COVID-19, and to encourage social distancing, we ask that you take advantage of telehealth options available to CCH members whenever possible.



**Community
Medical Providers**

Community Medical Providers (CMP) will be seeing patients who have coronavirus, flu, and cold-like symptoms via e-Visits whenever possible.

To learn more, including a list of participating providers, visit: communitycarehealth.org/e-visits



Simply login to the Teladoc web site or Mobile App to be connected with a board-certified provider 24 hours a day/ 7 days a week via phone, video or app.

For more information: teladoc.com | 1 (800) Teladoc

Availability Of Language Assistance Services

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call (1-855-343-2247) TTY: (1-800-735-2929).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (1-855-343-2247) TTY: (1-800-735-2929).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (1-855-343-2247) TTY: (1-800-735-2929).

Tagalog (Tagalog - Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (1-855-343-2247) TTY: (1-800-735-2929).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (1-855-343-2247) TTY: (1-800-735-2929) 번으로 전화해 주십시오.

繁體中文 (Chinese)

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 (1-855-343-2247) TTY: (1-800-735-2929)。

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական օգնություններ: Ժամանակակից: Գրեք (1-855-343-2247) TTY (հեռախոս) (1-800-735-2929):

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (1-855-343-2247) телатайтп: (1-800-735-2929).



People Who Are at Higher Risk for Severe Illness

COVID-19 is a new disease and there is limited information regarding risk factors for severe disease. Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.

Based on what we know now, those at high-risk for severe illness from COVID-19 are:

- People aged 65 years and older
- People who live in a nursing home or long-term care facility
- People with underlying medical conditions

People of all ages with underlying medical conditions, particularly if not well controlled, including:

- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
- People with severe obesity (body mass index [BMI] of 40 or higher)
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

Source: www.cdc.gov

فارسی (Farsi)

من ابز تالیست، دینک یم وگتفنگ یسراف نابز م رگا: محوت
اب: دشاب یم دهاف امش یارب ناگیار تروصب
دیریگب سامت (1-855-343-2247) TTY: (1-800-735-2929)

日本語 (Japanese)

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。(1-855-343-2247) TTY: (1-800-735-2929)
まで、お電話にてご連絡ください。

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog
lus, muaj kev pab dawb rau koj. Hu rau (1-855-343-2247)
TTY: (1-800-735-2929).

ਪੰਜਾਬੀ (Punjabi)

ਮਹਾਨ ਚੀਓ: ਜੇ ਤੁਸੀਂ ਕੋਈ ਹੋਰ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਭਾਸ਼ਾ
ਮਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। (1-855-343-2247) 'ਤੇ ਕਾਲ ਕਰੋ TTY:
(1-800-735-2929)।

العربية (Arabic)

هيوغلا تدع اسمالم تامدخ ناف، ءغلا لكذا شدحت تنك اذا: تطوالم
مؤرب لصنثا. نأجلاب لكل رفاوئثت
(1-855-343-2247) مؤرب لصنثا. نأجلاب لكل رفاوئثت
(1-800-735-2929).

हिंदी (Hindi)

ध्यान दें: यदि आप कोई दूसरी भाषा बोलते हैं, तो भाषा सहायता सेवाएं, आपके लिए निशुल्क
उपलब्ध हैं। (1-855-343-2247) TTY: (1-800-735-2929) पर कॉल करें।

ภาษาไทย (Thai)

หมายเหตุ: หากคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษา
ได้ฟรี โทร (1-855-343-2247) TTY: (1-800-735-2929).

ខ្មែរ (Cambodian)

ចម្លើយ: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ,
ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ ប្រយោជន៍ភាសា
គឺជាឥតគិតថ្លៃ តេឡេហ្វូន (1-855-343-2247)
TTY: (1-800-735-2929)។