

Coronavirus/COVID-19 Questions and Answers

Q: Who is at risk of getting the coronavirus?

A: With cases in the United States increasing, everyone is at some risk of getting COVID-19. Older adults and people with existing medical conditions are at a greater risk. For the latest information about the risk and precautions in Oregon, we recommend members visit the [Oregon Health Authority](#).

Q: How can members prevent the coronavirus?

A: According to the CDC, steps one would normally take to prevent the flu and the common cold can also help prevent the spread of the coronavirus:

- ▶ **If someone is sick, avoid contact with them.**
The coronavirus can spread between people about six feet from each other.
- ▶ **Cover coughs and sneezes with a tissue.**
Throw used tissues in the trash.
- ▶ **Clean items in the home that are touched often.** Use wipes or sprays to disinfect.
- ▶ **Wash hands with soap and water often, for at least 20 seconds.** Wash:
 - ◆ After going to the bathroom.
 - ◆ After coughing or sneezing.
 - ◆ Before eating.
 - ◆ Before touching the eyes, nose or mouth.
 - ◆ Use hand sanitizer with at least 60% alcohol if soap isn't available.

Q: Do members need face coverings?

A: The CDC now recommends that people wear face coverings in settings where social distancing is difficult to maintain, like in grocery stores or pharmacies. Anyone who shows symptoms of coronavirus or is in close contact with people who have symptoms should wear a face covering. The CDC has [guidelines for homemade coverings](#). CareOregon recommends that if a member needs a professional-grade face covering because they're sick, or are caring for someone who is sick, they should talk to their primary care provider. CareOregon only provides face coverings to staff who fit criteria for having a clinical need for respiratory protection, and who have completed medical screening and fit testing.

Q: Can members get extra medicine if they can't make it to the pharmacy?

A: If members want to refill their prescriptions, their prescriptions will be extended to 90 days' worth of medication. If a member has other questions or concerns about the medications they take, we recommend they contact their prescribing provider or their pharmacist. Providers and pharmacists can help guide members on best next steps.

CareOregon is in close contact with the Oregon Health Authority and is following CDC guidelines. Members can visit the CareOregon website at careoregon.org/members/coronavirus for the latest information.

Coronavirus/COVID-19 Questions and Answers

Q: Are there medication treatments for the coronavirus that are covered?

A: According to the CDC, there is no specific treatment for the coronavirus. We recommend members contact their primary care provider if they have symptoms and believe they need care. We are reinforcing that their primary care provider is the first person they should call.

Q: What should members do if they have more questions or want to learn more?

A: The Center for Disease Control and Prevention (CDC) is monitoring the situation closely. Members can learn more at cdc.gov/coronavirus/2019-ncov. They can also call 211 or visit the 211 website at 211info.org/corona-virus for more general information.

OHA has posted some helpful fact sheets that can be found here:

- ▶ [COVID-19 fact sheet](#)
- ▶ [Prevention fact sheet](#)

Q: Is CareOregon providing tissues, hand sanitizer, disinfecting wipes or other supplies to their partners?

A: Sourcing these items is difficult for everyone, including CareOregon. We do not stock supplies or maintain a surplus. While we understand the need we do not have the resources to assist with additional supply needs. See [OHA's July 22 statement](#) for more information.

Q: How is CareOregon handling embedded staff, e.g., care coordinators, panel coordinators, etc.?

A: If there is a CareOregon staff member embedded in a clinic, we are telling them to follow their respective clinic's guidance regarding COVID-19. If they have any additional concerns, we've asked them to reach out to their CareOregon supervisor.

If you have a question specifically about CareOregon staff in your clinic, please ask for their supervisors contact information.

Q: Who is CareOregon following for guidance?

A: This is an evolving situation that we are monitoring closely. CareOregon is aligning with current CDC, OHA and Multnomah County guidance and we are continuing to monitor and share information.

Q: Will interpreters still be available for member appointments?

A: CareOregon supports and encourages in-person interpretation, and we want to make sure that interpretation needs continue being met. Clinics can schedule a telephonic interpreter through Linguava, Passport to Languages, or by calling CareOregon Provider Customer Service.

What should clinic staff do if they suspect someone in their care has the coronavirus?

Please reach out to the CDC, OHA or Multnomah County. They can help you with any suspected cases and suggest the appropriate next steps.

Resources for health care staff:

- ▶ **CDC:** cdc.gov/coronavirus/2019-ncov/hcp/caring-for-patients.html
- ▶ **OHA:** oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx
- ▶ **Multnomah County:** multco.us/novel-coronavirus-covid-19

Who should we call if we have questions?

If providers or clinic staff have other questions about COVID-19, they should reach out to *OHA directly*

If there are any questions about CareOregon's policies during this situation, please reach out to provider **Customer Service at 503-416-4100**. They can help point you to the right resource.