

March 16, 2020

TO: All Participants of the San Diego Electrical Health & Welfare Trust

FROM: Board of Trustees

RE: **COVID-19 (CORONAVIRUS) INFORMATION**

**What is Coronavirus 2019 disease (COVID-19):**

Coronavirus disease 2019 is a new highly-contagious disease that causes mild to severe respiratory illness. It was first identified during an investigation into an outbreak in Wuhan, China. The Center for Disease Control and Prevention (CDC) says that symptoms can include fever, cough and shortness of breath. Symptoms may appear 2-14 days after exposure.

**CDC Recommended “Prevention and Treatment”:**

There is currently no vaccine to prevent COVID-19. CDC advises the best way to prevent illness is to avoid being exposed to this virus. However, to reduce the chances of illness, CDC recommends everyday preventive actions that include washing your hands often with soap and water for at least 20 seconds, covering your cough or sneeze with a tissue and then throwing the tissue in the trash, staying home when sick and avoiding close contact with people who are sick.

There is also no antiviral treatment recommended for COVID-19. CDC notes symptoms such as fever, cough and shortness of breath associated with this illness and advise individuals who believe they might have contracted it to contact their health care provider to receive medically necessary care.

More details and the most up-to-date evidence-based information is available at

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/>

**Plan Information:**

The Board of Trustees has agreed to waive any members’ cost share for COVID-19 testing. Any subsequent treatment and care will follow the Plan’s benefit coverage, unless otherwise determined by regulation.

If you feel that you may have any of the symptoms per the CDC relating to COVID-19 the following actions should be taken:

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1. If you are experiencing acute symptoms such as high fever or shortness of breath, call 911 immediately.
2. If you think you might have COVID-19 and have mild or no symptoms, then book a Heal house call and enter your symptoms (such as cough, fever, etc.) and a Heal Doctor will carry out a remote house call. A remote house call is a Heal Doctor talking with you by phone or video chat (if you have the Heal iOS or Android app) or by visiting [www.heal.com](http://www.heal.com) to help determine your risk level for COVID-19; If you are identified as at risk, then Heal is required to contact your local health department. The health department will then provide instructions either to you or to us.

OR

3. Use the LiveHealth Online App or visit <https://livehealthonline.com/> to connect to a doctor through a live video chat on your phone, tablet, or computer. The doctors you see using LiveHealth Online are trained to screen for COVID-19 and make recommendations for care. For any assistance with this program please call 1-888-548-3432.

OR

4. Kaiser Participants please call 1-833-574-2273 to talk to an advice nurse 24/7 or call 877-813-7297 for general questions. Additional information through Kaiser can be found at <https://healthy.kaiserpermanente.org/health-wellness/coronavirus-information>.

Health Care Providers are encouraging the use of online doctor visits such as HEAL and LiveHealth Online by Anthem to prevent any unwarranted exposure to COVID-19. You can also call Sharp at 1-800-827-4277 about their online services. Such symptoms could still be related to the flu or even a common cold. Showing up at an Emergency Room if the symptoms are not acute, could put you at risk of exposure.

The Trust Office website, [www.569trusts.org](http://www.569trusts.org), is also providing information pertaining to COVID-19. Please utilize this resource as well as the websites of the Center for Disease Control ([www.cdc.gov](http://www.cdc.gov)) and the World Health Organization ([www.who.int](http://www.who.int)) for up-to-date information.

Currently, the Trust Office remains open to all Participants. We are asking that you only visit if necessary. Most issues can be resolved by calling the Trust Office 858-569-6322. If you cannot reach the individual, you are seeking please don't hesitate to contact the Trust Administrative Manager directly at 858-987-3155. Please leave a message as the Trust Office is very busy at this time and someone will get back to you shortly. We hope to remain open during this time, but we are taking it day-by-day. Should the Trust Office need to close its doors to Participants, we will still be available by phone.

If you have any general questions please contact the Trust Office at 858-569-6322. For claims inquiries please call 858-569-6322 (x702).

Thank you.