

COVID-19 Molina Member Information

What is COVID-19?

COVID-19 is a new strain of virus (coronavirus), which began in Wuhan City, China. The name COVID-19, is short for “coronavirus disease 2019.”

What are the symptoms of COVID-19?

Common signs of infection include fever, cough, and lung symptoms such as shortness of breath and breathing difficulties. In more severe cases, this virus can cause infection in the lungs (pneumonia), severe lung problems (acute respiratory distress syndrome), kidney failure, and even death.

How is COVID-19 spread?

It is thought to be spread by little fluid droplets from an infected person’s lungs to others through:

- The air by coughing and sneezing
- Close personal contact such as touching or shaking hands

Protecting Yourself

How can you help protect yourself or others from COVID-19?

Although there are no vaccines available to protect against this virus, you may be able to reduce your risk of infection by:

- Washing your hands often
- Avoiding touching your eyes, nose, or mouth with unwashed hands
- Avoiding close contact with people who are sick

If you have cold-like symptoms, contact your employer to see if they want you to remain at home while you are sick. See additional information at www.MolinaHealthcare.com/members-wacovid19.

Molina Resources

Does Molina cover testing for COVID-19?

Yes. As long as you meet the guidelines for testing and have a doctor’s order, this testing can be done in any laboratory location. For now, you will not be charged a co-pay or cost share for this testing if you meet these rules.

What about telemedicine visits?

Molina members should consider telemedicine (also called virtual urgent care*) as an option. All Molina Apple Health (Medicaid) and Marketplace members are strongly encouraged to use our covered telemedicine services, available 24/7 from your phone or computer, before visiting a doctor's office or urgent care location. It may save you a trip and better protect you and others from exposure to the virus.

For Marketplace Members

- Call 800 TELADOC (800-835-2362),
 - visit Teladoc.com/MolinaMarketplace, or
 - download our Teladoc.com/mobile app
- Fee: **no cost to members**
- For help registering, call (800) 835-2362

Effective Immediately

Marketplace members' out of pocket will be waived for all virtual urgent care visits

For Medicaid Members

- Call (844) 870-6821, TTY 711 or visit wavirtualcare.molinahealthcare.com
- Fee: **no cost to members**
- For help registering, call (844) 870-6821

What about my regular prescriptions?

You can receive an early refill for 30 days, plus two additional refills, up to a 90-day supply. Molina will allow 90-day prescription volumes. This includes refills and new prescriptions. CVS mail order pharmacy offers free delivery at www.caremark.com or (800) 875-0867.

Note: certain controlled medications require prior authorization prior to refill.

Additional Resources

CDC: www.cdc.gov/coronavirus/2019-ncov/summary.html

Washington State Department of Health: www.doh.wa.gov/Emergencies/Coronavirus

King County Public Health: www.kingcounty.gov/covid

More Molina Member Resources at
www.MolinaHealthcare.com/members-wacovid19

**Virtual urgent care is offered to Molina Apple Health and Marketplace members in Washington State by contracted providers. Cell phone and data fees may apply.*