



## What you need to know about the COVID-19 coronavirus

Our top priority is to ensure our members have access to quality, affordable care, and that our binational communities are safe as we work to monitor the COVID-19 virus. While most coronaviruses may cause mild to moderate respiratory illness in healthy people, the majority of the deaths caused by the new coronavirus have occurred in individuals aged 50 and over with underlying medical conditions.

According to the Centers for Disease Control and Prevention (CDC), the new coronavirus is believed to spread from person-to-person, and most people with the virus experience symptoms similar to those of the common cold:

- Runny nose
- Headache
- Cough
- Sore throat
- Fever

For most patients in the U.S. who experience these symptoms, the risk of contracting the flu is higher than the risk for the new coronavirus.

The same preventive measures that apply to the COVID-19 virus, apply to other common, seasonal viruses:

- washing hands often
- covering mouth & nose with the bend in your elbow when sneezing or coughing
- getting the flu vaccine
- staying home if sick

## What is happening at Excel Hospital and In-Network Providers

MediExcel Health Plan's in-network provider facilities have a standard protocol in place for any infectious disease, including the new coronavirus. Excel Hospital created a respiratory triage area where all arriving patients are being asked about any recent travel to affected areas, and precautions for patients with symptoms are being carried out. Those precautions involve masking of the patient, masking of caregivers who interact with the patient, and isolating the patient to prevent any potential spread of infection.

Special visitor restrictions are currently in place due to heightened flu activity. These policies limit two visitors at a time to a patient room and exclude visitors age 12 and younger. Guests of any age with symptoms of a cold or the flu may not visit.

If you have a fever, respiratory symptoms and have traveled from China, South Korea, Japan, Italy or Iran in the 14 days prior to symptom onset or were exposed to someone with (*or under investigation for*) COVID-19 coronavirus, please call before you come in and/or include this information under comments when scheduling your appointment through the MediExcel Mobile App.

Effective immediately, MediExcel Health Plan is waiving all cost-sharing for COVID-19 testing prescribed by a physician for patients who meet CDC guidelines.

For more information, please contact the MediExcel [Member Service Line](#) at **(619) 365-4346**.