Health Alliance™

INFORMED

FLASH: Coronavirus (COVID-19) Information and Updates

March 12, 2020

With an increasing number of people in the U.S. diagnosed with COVID-19, we're working closely with local, state and federal health partners to keep our members and providers informed. Teams throughout our nation are taking preventive steps to limit the spread of the novel coronavirus and manage the treatment of COVID-19.

On March 5, we sent the first of what will be regular emails to all of our members, providing them facts about COVID-19 prevention and treatment, as well as links to additional information and resources. We've also developed a new [coronavirus (COVID-19) webpage](#) for our members and providers, and we will update this page multiple times each week.

We are committed to eliminating any barriers to access to healthcare throughout the duration of this public health crisis. As always, our priority remains ensuring that our members have access to the highest quality healthcare at an affordable cost, and that our providers have all of the information and resources they need from us.

We expect many of our members will approach both us and our providers with questions about COVID-19 prevention and treatment. We suggest you provide links to our new [webpage](#), as well as to the [Centers for Disease Control and Prevention](#) and the state-specific departments listed below.

We also expect many members will have questions about insurance benefits and coverage, specifically regarding testing and treatment for COVID-19. Answers to specific questions can be found on our [website](#) by navigating the FAQs. We predict that our coverage specifics might evolve to best meet our members' needs as the situation develops throughout the coming days and weeks, and policies might be different based upon a member's geographic location and type of plan. We will commit to keeping our webpage updated with the latest information regarding coverage, and you can direct members to the website or to call the number on the back of their member ID cards if they have any questions. We will also keep them updated with regular member emails.

In the event that you treat a patient with COVID-19, please use the new ICD 10 U07.1 code so we can properly keep track of our members who receive testing and treatment for the illness.

We are committed to doing our part to help direct our members and providers to the information and resources you need. We know that questions about illness prevention, treatment and insurance coverage are confusing even in normal situations. We commit to being your partner as you and your patients navigate this still-evolving situation involving COVID-19.

If you have any questions or would like further information, please email PSC@healthalliance.org.

Resources for Providers

This is a rapidly evolving situation, and public health officials in each state have set up webpages with the most up-to-date information and resources, along with ways to contact their departments. Feel free to direct your patients to these resources, and read on for specific links for providers.

- **Illinois** has established a COVID-19 hotline, which can be reached at (800) 889-3931 or by email at dph.sick@illinois.gov. Information and resources are available on the website of the Illinois Department of Public Health. Providers can find additional, provider-specific information here.
- **Indiana** residents and providers can call the state's Epidemiology Resource Center at (317) 233-7125, or (317) 233-1325 after hours, or can e-mail epiresource@isdh.in.gov. The Indiana State Department of Public Health's website provides up-to-date information and resources. Scroll down for specific information for healthcare professionals, front-line workers and emergency responders.
- **Iowa's** Department of Public Health has established a COVID-19 hotline for Iowa residents and providers who have questions about the illness. The line is available 24/7 by calling 2-1-1. You can also email the Department of Public Health by following this link. The Department's website has up-to-date information and resources. Scroll down for specific information for healthcare providers, front-line workers and emergency responders.
- **Washington** residents and providers can call the Washington State Department of Health at (800) 525-0127 for answers and information about COVID-19. The hotline is available every day from 6:00 a.m. to 10:00 p.m. Please note that this hotline has been experiencing high traffic and may be temporarily unavailable. The Department's website has up-to-date information and resources. Healthcare professionals can find additional, provider-specific information here.

The Centers for Disease Control and Prevention also provides specific resources for healthcare professionals.