



March 2020 COVID-19 Update for RightCare Members

RightCare cares about the health and well-being of all of our members—including you and your family. We want to keep you informed about the coronavirus (COVID-19). Visit RightCare.swhp.org to learn more.

Seek medical care if you feel sick

If you feel sick with fever, cough, or have difficulty breathing and were in close contact with someone with COVID-19 in the past 14 days, here are your care options:

Option 1: Stay home and visit a doctor virtually

We have teamed up with MDLIVE to provide you with telehealth access to doctors 24/7.

To visit with a doctor by phone or video:

Step 1 – Access MDLIVE

- Log on to the **RightCare self-service portal** (RightCare.FirstCare.com) and click on the "Virtual Care" option; or
- Download the **MDLIVE mobile app** (MDLIVE.com/mobileapp); or
- Call 1-800-718-5082

Step 2 – Register

Sign-up takes about 15 minutes.

Step 3 – Find a doctor

You can see a doctor right away or schedule an appointment time that works for you.

Note: Due to COVID-19, wait times may be slightly longer than usual.

Step 4 – Start your virtual visit

Speak to a doctor by phone or video. They'll go through your symptoms, recommend a plan of care and can even send a prescription to your nearest drug store if you need one.

Option 2: Find a doctor, clinic or hospital near you at RightCare.swhp.org

When you schedule your visit, share your concerns about your COVID-19 symptoms or exposure. Your doctor's office, clinic or hospital will have instructions for your visit.

To provide the care you need during COVID-19, some doctors can also do phone calls for medical and behavioral health visits (March 20, 2020 to April 30, 2020). Call your doctor's office to learn more.

Option 3: Emergency care

If you are experiencing a medical emergency, call 911. Notify the operator if you have COVID-19 or need to be seen for COVID-19 symptoms. If available, put on a face mask before the ambulance arrives.

Pharmacy Updates

The Texas State Board of Pharmacy is allowing members to get a 30-day emergency supply of medication (other than a schedule II-controlled substance) in response to the state of disaster declaration for COVID-19.

Members can get a 90-day supply of some prescriptions from their local drug store.

Contact Us

Following CDC guidelines for COVID-19, for a limited time we do not have in-person customer service. Our Customer Advocates will be happy to help you by phone by calling 1-855-897-4448, Monday to Friday, 8am to 5pm.

Thank you for being a RightCare member. Your health is our top priority as we continue to monitor information about COVID-19.



RIGHTCARE

COVID-19 AND OPIOIDS: WHAT YOU NEED TO KNOW

COVID-19 is the disease caused by the coronavirus. It attacks the lungs. For most people, the infection is mild. Older adults and those with long-standing medical conditions may be at risk for more severe disease.

People who take opioids may get sicker if they get COVID-19. If you take opioids or medicines that calm or cause sleep, you could be at risk of life threatening or accidental overdose.

For these reasons, it is a good idea to have naloxone on hand. Naloxone reverses the toxic effects of an opioid. It is a safe drug with a low risk of serious side effects. It is used for people taking high doses of opioids for long-term management of chronic pain as well as for those with addiction.

A doctor or pharmacist can show patients, family members, or caregivers how to give naloxone. It can be given as a nasal spray or as an injection. If you or another family member accidentally overdose on your prescription pain medication, naloxone can be given with life-saving results.

Talk to your doctor to see if you should get naloxone.