



8520 Tech Way, Suite 200  
San Diego, CA 92123

March 20, 2020

**RE: Important COVID-19 Information**

Dear Member,

In response to the current events related to the 2019 novel coronavirus (or COVID-19), we want to take a moment to remind you that Sharp Health Plan is here to help keep you and your loved ones safe and informed.

We have created an online resource at [sharphealthplan.com/covid19](https://sharphealthplan.com/covid19) to keep you up to date on the latest information from Sharp Health Plan, and your care options. You can learn how Sharp Health Plan and Sharp HealthCare have prepared for the COVID-19 pandemic, and what we're doing to help minimize the spread. Plus, you can get links to your medical group's updates, and access to reliable sources for current information.

We've also taken the following steps to make it even easier for you to access care when you need it:

- **Waiving copays and cost-shares for screening and testing for COVID-19 to \$0.** This includes telehealth and office visits, the hospital, ER or urgent care for medically necessary screening and/or testing for COVID-19.
- **Relaxing early refill limits on 30-day prescriptions for maintenance medications at in-network pharmacies.** These are prescriptions used to treat conditions considered chronic or long term, excluding controlled substances such as certain pain medications. Please ask your pharmacist to use the SCC-13 code when processing your order. Standard copayments and deductibles (if applicable) apply.
- **Ensuring you can fill most prescriptions without leaving your home, excluding controlled substances.** Many pharmacies are offering free home delivery right now. Please check with your pharmacy for more details on what they may be offering. Sharp Health Plan's mail order pharmacy benefit is also available for getting medications delivered to your door. Shipping is always free. Visit [sharphealthplan.com/mailorder](https://sharphealthplan.com/mailorder) to register.

- **Telehealth services.** This is a great option for getting your health care needs met without having to be seen in the office. Doctors can assess your symptoms and direct you to testing if necessary. Visit [sharphealthplan.com/videoandphonevisits](https://sharphealthplan.com/videoandphonevisits) to learn more.

In addition, we encourage you to take these important steps to ensure you and your family's health, as well as the safety of our community:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Put distance (at least 6 feet) between yourself and other people, even if you are not sick.
- Stay home when you are sick, especially if experiencing a fever or respiratory symptoms, and contact your doctor if you need care.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. Follow by washing your hands.
- Clean and disinfect frequently touched objects and surfaces.

Please be assured that we are committed to delivering The Sharp Experience during this time, and that there will be no interruption to our member support for you. As a reminder, you can review our online COVID-19 resource at [sharphealthplan.com/covid19](https://sharphealthplan.com/covid19) anytime, day or night. We are also available to assist you Monday to Friday from 8 a.m. – 6 p.m., and can be reached at [customer.service@sharp.com](mailto:customer.service@sharp.com) or 1-800-359-2002.

As a reminder, all Sharp Health Plan members have **free access to Sharp Nurse Connection®** after hours and on weekends. Our registered nurses can help you decide where to seek care and offer advice on any of your health concerns. Call 1-800-359-2002 Monday to Friday from 5 p.m. – 8 a.m., and 24 hours on weekends.

To Your Good Health,



Cary B. Shames, DO, CHCQM, FABQAURP  
Vice President, Chief Medical Officer