

STAY HEALTHY. STAY SAFE.

Resources and tips to stay healthy during the coronavirus pandemic.

HonorHealth is here to support your physical and mental health.

PHYSICAL HEALTH

- **Call the nurse line 24/7:** If you're not feeling well, contact the nurse line to speak with a licensed nurse about your symptoms and a recommendation on next steps. Call 480-587-6200.
- **Contact your primary care provider (PCP):** Your PCP knows your health history and can help you assess the urgency of your medical problems and direct you to the best place to receive care. Some PCPs may offer virtual/telephonic visits.
- **Access MyChart:** Please access [MyChart](#) to schedule an appointment with an HonorHealth provider, email your doctor/provider for non-urgent questions, and request medication refills.
- **Delay elective procedures:** If possible, reschedule any upcoming elective surgeries to protect your immune system and practice social distancing. Additionally, you are ensuring that medical staff have ample room and resources to attend to those affected by COVID-19.
- **Refill your prescriptions:** OptumRx is providing early refills for eligible maintenance medications to ensure you have an uninterrupted supply during the COVID-19 pandemic. Contact OptumRx at 844-368-9854 or [optumrx.com](#). Refer to the next page for additional information.
- **Contact Ameriben for answers to your medical plan questions:** Call 602-231-8855 or visit [myameriben.com](#).

MENTAL HEALTH

- **Contact the free employee assistance program (EAP):** Access confidential counselors via phone or online with your EAP. For assistance, call 800-964-3577 or visit [guidanceresources.com](#) (company/organization: HLF902; company name: ABILI).
Effective May 1, 2020, The EAP contact information will be changing. Call 866-676-3524 or visit [guidanceresources.com](#) (company/organization: HonorHealth; company name: HonorHealth).

KNOW THE FACTS: COVID-19

Practice healthy habits and know the symptoms of the coronavirus to keep yourself and others safe and healthy.

1. Wash your hands with warm water and soap for at least 20 seconds. When soap and water are unavailable, use a hand sanitizer with at least 60% alcohol.
2. Disinfect high-touch surfaces often.
3. Don't touch your eyes, mouth, and face.
4. Avoid close contact with others. The virus is thought to spread mainly from person-to-person through respiratory droplets produced when an infected person coughs or sneezes.
5. Look for symptoms 2-14 days after exposure. This includes coughing, fever, or shortness of breath. Call your doctor for next steps if you experience symptoms.

Visit [cdc.gov/coronavirus/2019-nCoV/index.html](#) for details.

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Stay prepared with an early prescription refill.

To meet the clinical needs of members and comply with applicable CDC guidance, as well as Federal, State and Local government requirements, OptumRx is allowing members to refill their maintenance medications early to ensure they have an uninterrupted supply of medication during the COVID-19 threat.

OptumRx's policy includes the following:

- OptumRx members with active eligibility may obtain an early refill of their prescription medications if they have refills remaining on file at a participating retail or mail-order pharmacy.
- The refill obtained will stay consistent with the standard days supply previously filled by the member as allowed by their plan (e.g., 30 or 90 day supply).
- This refill too soon waiver will be continuously evaluated to determine the appropriate duration based on CDC guidance, Federal and State declarations, and other relevant data.
- This policy is in effect for all regions and states covered by OptumRx.
- The refill too soon edit will cover all products in all channels.

ELECTIVE SERVICES POSTPONED

HonorHealth and hospitals in the area are postponing non-essential physician visits and surgeries because of the COVID-19 pandemic. If your surgery or visit is being rescheduled, we will contact you.

Rescheduling elective services helps us keep you and our community healthy

ONGOING HEALTH APPOINTMENTS

To reduce your risk of exposure, practice social distancing, and keep your immune system strong, reschedule common appointments that maintain your health like dentist appointments, routine check-ups, or allergist/dermatologist appointments.

ELECTIVE PROCEDURES

In the coming weeks, you may receive notification that your elective surgeries have been cancelled. This is to ensure medical staff have enough resources to treat those infected by the novel coronavirus. This is also a preventive measure to protect your immune system and decrease your risk of exposure.

Before attempting to reschedule your elective services through a different doctor or facility, refer to the official plan documents for coverage and exclusion details. Contact Ameriben at 602-231-8855 or myameriben.com for more information.