# Coronavirus (COVID-19)
# **Frequently Asked Questions**

Last updated: March 11, 2020

**What is coronavirus (COVID-19)?**
COVID-19 is a respiratory illness caused by a coronavirus that was first identified in China. It is contagious and includes symptoms like fever, cough, and shortness of breath. U.S. health officials have advised that Americans should be prepared for significant disruption due to the COVID-19 outbreak.

**What are the symptoms?**
The most common symptoms are fever, cough, and shortness of breath, but occasionally symptoms are more severe. Symptoms typically appear within two to 14 days after exposure.

**Where should I seek care?**
Seek virtual care first. **In response to the coronavirus (COVID-19) outbreak, between March 6, 2020 to June 6, 2020, eligible\* Aetna member cost shares will be waived for any Teladoc general medical visit.** Have a doctor visit by phone or video 24/7 to avoid exposure to the virus at an ER or doctor's office.

**How is COVID-19 spread?**
The virus is airborne and spreads from person to person through coughing and sneezing. You may be at greater risk if you have recently lived in or traveled to regions where there are current outbreaks or if you come into contact with someone who has the virus.

**How do I protect myself and my family?**
Basic measures to stay healthy include washing your hands frequently, for at least 20 seconds, maintaining social distance, and avoid touching eyes, nose, and mouth. Stay at home if you begin to feel unwell, even with mild symptoms such as headache and slightly runny nose, until you recover. If you have fever, cough, and difficulty breathing, seek virtual care first to avoid being exposed to a virus at the doctor's office. Have a doctor visit by phone or video through Teladoc, part of your Aetna benefits.

**What is the current risk in the U.S.?**
U.S. health officials have advised that Americans should be prepared for potential disruption due to the COVID-19 outbreak. While the risk of infection remains low, the number of cases identified internationally continues to grow, including in the U.S. It is likely that person-to-person spread will continue. Get the most up-to-date information from the CDC.

**Should I get tested?**
Call Teladoc or a healthcare professional if you feel sick with fever, cough, or difficulty breathing, and have been in close contact with a person known to have COVID-19, or if you live in or have recently traveled from an area with ongoing spread of COVID-19. Your healthcare professional will work with your state's public health department and the CDC to determine if you need to be tested for COVID-19.

**What should I do if I think I have COVID-19?**
Seek medical care through Teladoc first. **Aetna member cost shares will be waived** for any Teladoc general medical visit by phone or video for any condition. You should call ahead before you go to a doctor's office or emergency room. Teladoc doctors can answer questions about the disease, evaluate your risk, and provide support by phone or video to help relieve symptoms for affected patients.

\*To confirm if you are eligible to have your member cost share waived, call 1-855-835-2362 or log in to your Teladoc account via web or app and request a visit to confirm your cost.

## Talk to a doctor 24/7 for free
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