

Getting Care if You Show Signs of COVID-19 *What you can do*

We want to help you and your family get the care you need during this difficult time. It is important that you know the symptoms of COVID-19, the disease brought on by the new coronavirus, so that you know when and where to safely seek care.

The symptoms of COVID-19 include mild to severe respiratory symptoms, such as fever, cough, shortness of breath, and lower respiratory illness. A person who has COVID-19 may be able to spread the virus before they show any symptoms.

If you have come in contact with someone who has COVID-19 or begin showing symptoms of COVID-19, call your doctor or health department right away.

Reminder – you have access to telehealth services through Teladoc¹

For COVID-19 related symptoms, as well as other health concerns you may have, you can schedule a virtual visit 24/7 with a Teladoc doctor.

Teladoc gives you:

- Virtual doctor visit by phone, web or mobile app.
- Access to U.S. board certified doctors.
- Medical advice and help about COVID-19.
- Short term prescription refills².
- **\$0 cost share³.**

Easy steps for using Teladoc

1. **Register**
 - Download the mobile app from the Apple App store or Google Play, or
 - Visit www.teladoc.com/hn, or
 - Call toll free at 1-800-835-2362.
2. **Answer some questions about your medical history**

Patients with fever and acute respiratory illness and symptoms will be asked:

 - Your detailed travel and contact history.
 - Whether or not you are a health care worker who may have had contact with COVID-19.
 - If you have COVID-19 symptoms, such as fever, cough and shortness of breath.

Please have this information available before your call.

You can also check with your Health Net provider to see if they offer telehealth services.

To learn more about COVID-19, see the COVID-19 web pages.

Group members go to: www.healthnet.com

Individual & Family Plan members go to: www.myhealthnetca.com

We know these are hard times and we want you to know that we are here for you. Call the Customer Contact Center if you have any questions. The phone number is on your member ID card.

Your health and safety are important to us. Please be safe and follow all guidelines to help protect your own health and that of your community.

Coverage for every stage of life™

Health Net | Nondiscrimination Notice

¹Health Net contracts with Teladoc to provide telehealth services. Teladoc services are not intended to replace services from your physician, but are a supplemental service.

²Teladoc does not guarantee that a prescription will be written. Teladoc does not prescribe United States Drug Enforcement Agency (DEA) controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse.

³\$0 cost share for Teladoc visit applies to all plans during the COVID-19 national emergency.

This information is not intended as a substitute for professional medical care. Please always follow your health care provider's instructions. Programs and services are subject to change.

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We respect your right to privacy - [view our policy](#)