



March 16, 2020

Hello,

You've probably heard about coronavirus disease 2019 (COVID-19) and might be concerned. We're sharing information about how you can protect yourself and the people you care about.

What is COVID-19?

An airway and lung infection, similar to a cold or the flu.

What are the symptoms?

Mild to severe fever, cough and shortness of breath. Symptoms may appear 2-14 days after being around someone who has COVID-19.

How does the virus spread?

From person to person through a cough or sneeze.

What's the risk?

Right now, the risk of getting COVID-19 in the United States is low.

How can I protect myself?

Wash your hands often. Cover your nose with a tissue when you sneeze, and cough into your elbow. Clean items you touch often, like phones and doorknobs, to help remove germs. We're including with this letter a flyer about ways to avoid and prevent the spread of COVID-19.

What if I have symptoms?

Call your doctor right away if you've been around someone who has or may have COVID-19 and you have a fever, cough or hard time breathing.

Should I see my doctor?

For any questions or concerns please contact your Primary Care Provider (PCP). Your PCP's number is on the back of your health plan ID card. You can also call CareNet, our 24 hours a day, 7 days a week, nurse line at 1-888-883-0710.

It's important to us you have the information you need. To see the latest, visit <http://www.floridahealth.gov/diseases-and-conditions/COVID-19/index.html>.

Sincerely,

Mark S. Stern, M.D.
Manager, Medical Director

Sources:

Centers for Disease Control and Prevention: About Coronavirus Disease 2019 (COVID-19) (accessed March 2020): cdc.gov/coronavirus/2019-ncov/about/index.html.

Centers for Disease Control and Prevention: Frequently Asked Questions and Answers (accessed March 2020): cdc.gov/coronavirus/2019-ncov/faq.html.