

If You Have a Fever, Shortness of Breath and/or Cough, the CDC Recommends Tele-Visits and/ or Online visits for your next steps.

How to Schedule with Your Doctor?

Call your Doctor's office and let them know your symptoms. They will give you instructions.

How to Schedule a TeleVisit with a Butler Advantage provider?

Use [CareHere.com](https://carehere.com) or the CareHere App and enter "TeleVisit" and your phone number in the 'Reason For Visit' section or call the local Butler Advantage direct number 513-896-2398 or our Patient Support Center at 877-423-1330. Latest updates: <https://carehere.com/coronavirus/>

How to Schedule an Online visit with Anthem LiveHealth Online?

Go to livehealthonline.com or download the app and register on your phone or tablet. The \$30 copay for the PPO and \$59 copay for the HDHP will be waived at check out online until June 14.

What if it is determined that I need the COVID-19 Test?

Test location availability is changing on a daily basis. Your health care provider will give you instructions on where to go for the test. The test is covered at 100 percent.

Coronavirus symptoms prompting an Emergency Room visit:

Go to the ER if you are having extreme symptoms such as high fever, vomiting, difficulty breathing or a combination of severe symptoms. If possible, phone ahead so that precautionary measures can be taken.

Do Your Part to Slow Down The Spread of Coronavirus (COVID-19)

- Wash hands often with soap and water for at least 20 seconds; dry hands with a clean towel or air dry hands.
- Use alcohol-based hand sanitizer when soap and water are unavailable.
- Cover your mouth with a tissue or sleeve when sneezing or coughing.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Stay home when you are sick.

Clean high-touch areas – counters, tables, doorknobs, light switches, bathroom fixtures, toilets, phones, remotes, keyboards, tablets, nightstands – every day using household cleaning spray or wipes according to label directions.

STAY INFORMED

Websites you can trust for the latest up-to-date information:

Ohio Department of Health (ODH)
coronavirus.ohio.gov

ODH hotline number if you have questions regarding
Coronavirus/COVID-19
1-833-4ASKODH (1-833-427-5634)

Center for Disease Control (CDC)
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Express Scripts Medication Refills

As events continue to unfold daily on the Coronavirus (COVID-19), members have raised questions about sustaining supplies of medicines in the United States. Express Scripts has assured us that there is not a concern for ongoing supply.

We understand your desire to be prepared. Standard refill policies should help you stay on track with your medication during this time. However, if you are concerned about your current supply of medication, you will now be able to refill your prescription earlier than before. Your early refill must be an active, valid prescription and not a controlled substance medication (e.g. narcotics). If the pharmacy tells you "it's too soon" please have them recheck the computer to release or call Express Scripts. If the Pharmacy indicates you have no current refills available, you will need to contact your prescribing physician to issue a new prescription for the refill. All other Express Scripts protocols and member copays will still apply.

We are committed to taking appropriate actions to ensure you have the medication on hand to keep you healthy. Should you have any questions or concerns about your individual situation, please call
866-275-0044

www.express-scripts.com