



New Resources on COVID-19

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go.cms.gov/c2ccovid19

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C2C Listserv:

bit.ly/CMSOMH

Coronavirus and Your Health Coverage: Get the Basics

C2C from Coverage to Care

CORONAVIRUS AND YOUR HEALTH COVERAGE: GET THE BASICS

PROTECTING YOU AND YOUR FAMILY

Here are the important steps you should take to protect you and your family from COVID-19.

- Stay home if possible.
- Wash your hands often for at least twenty seconds.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched surfaces.
- Avoid travel, including all cruise travel and non-essential air travel.
- Need a tele-visit? Try telehealth from the CDC.
- Learn more about telehealth: [telehealth.hhs.gov](https://www.telehealth.hhs.gov)

Contact your health care professional if you have concerns about COVID-19 or if you are sick. Call first!

MANAGING STRESS

Here are a few ways the CDC recommends managing stress during these challenging times:

- Take breaks from watching, reading, or listening to news stories and social media.
- Connect with others. Talk with friends and loved ones over the phone or via video chat about your concerns and how you are feeling.

Take care of yourself. Take deep breaths, stretch, or meditate. Try to eat healthy meals, exercise regularly, and get plenty of sleep.

WATCH OUT FOR SCAMS

Protect your identity from scammers!

It's easy to get distracted and let your guard down during these uncertain times. Scammers may try to steal your personal information. They might be about sending you counterfeit receipts, bills, checks, or other items in exchange for your personal information.

- Only share your information with your care-provider's office, pharmacy, hospital, health insurer, or other trusted health care provider.
- Check your state attorney general's Department of Benefits for alerts.
- It's important to always guard your insurance card like a credit card.

Remember, Medicare will never call you to ask for or check your Medicare number.

Learn more: [Medicare.gov/traad](https://www.Medicare.gov/traad)

UPDATES FROM MEDICARE:

- **Telehealth:** During COVID-19, Medicare expanded access to telehealth services. This includes common office visits, mental health counseling, and preventive screenings. The way doctors and other providers can offer services without patients going to the office. Contact your care provider to learn more.
- **Late bills for COVID-19:** You pay no out-of-pocket costs.
- **All medically necessary hospitalizations:** This includes if you're diagnosed with COVID-19 and need to stay in the hospital under quarantine instead of being discharged from the hospital after an urgent stay.

Remember: If you need to see your doctor, please call them first. If you develop emergency warning signs for COVID-19, get medical attention immediately.

Learn more: [Medicare.gov](https://www.Medicare.gov)

WHAT IS COVERED?

If you already have coverage through the Marketplace, the coverage for coronavirus is generally the same as any other viral infection.

Check with your health insurance company for specific benefits and coverage policy.

HealthCare.gov REMINDERS:

- All Marketplace plans are prohibited from excluding coverage because of pre-existing conditions.
- Plans cannot end coverage due to a change in health status.
- Log in to update your information if you have changes in address, household income, job, or household size.
- You may be able to change your plan if certain situations apply.

Contact your state office to learn more on Medicaid updates.

HealthCare.gov SPECIAL ENROLLMENT PERIODS:

Some life changes can allow you to enroll in a plan for the first time or change your plan. Answer a few questions to find out if you can enroll in or change your coverage.

Here are a few common ways:

- Lost health coverage
- Change in household income
- Got married
- Had a baby
- Changes in household (dependent, death, divorce)
- Changes in address
- Released from incarceration
- Gained citizenship or lawful presence in U.S.

NEED MORE INFO?

Visit these sites to learn more:

- [Commerce.gov](https://www.commerce.gov)
- [CDC: https://www.cdc.gov/coronavirus/2019-nCoV/index.html](https://www.cdc.gov/coronavirus/2019-nCoV/index.html)
- [Medicare: https://www.medicare.gov/medicare-coronavirus](https://www.medicare.gov/medicare-coronavirus)
- [Marketplace: https://www.healthcare.gov/coronavirus/](https://www.healthcare.gov/coronavirus/)
- [Medicaid: https://www.medicare.gov/resources-for-states/18-state-emergency-benefit-coronavirus-disease-2019-ncov-18/index.html](https://www.medicare.gov/resources-for-states/18-state-emergency-benefit-coronavirus-disease-2019-ncov-18/index.html)
- [IRS Tax Relief and Economic Impact Payments: https://www.irs.gov/coronavirus-fac-relief-and-economic-impact-payments](https://www.irs.gov/coronavirus-fac-relief-and-economic-impact-payments)

Need local info on food, transportation, testing, and more? Call 3-1-1.

This resource talks about how to protect yourself and your family. It also provides an overview on updates from Medicare, the Marketplace, and other information for consumers looking for information on health coverage and staying healthy during the COVID-19 pandemic.

Stay Safe: Get the Care You Need at Home

- *Stay Safe: Getting the Care You Need, at Home* focuses on how people can stay healthy within their home.

STAY SAFE GETTING THE CARE YOU NEED, AT HOME

GET CARE AT HOME

Learn how to get the care you need from your home.

- Sick? Call your care provider first.
- Call your care provider's office to confirm they accept your health coverage. If they do not, see the *Roadmap to Better Care and a Healthier You* for tips on finding a care provider who accepts your coverage.
- Many telehealth options are available for many health needs, including regular office visits.

TIME FOR A PRESCRIPTION (RX)?

- Plan ahead.
- Ask for a 90-day supply of medication, when possible.
- Consider mail delivery for your prescription medications. Check with your pharmacist or pharmacist to avoid any delays in delivery.
- Ask a local pharmacy for drive-thru or delivery options.
- Don't exchange cash! Pay online or over the phone to a trusted pharmacy, if possible.

LEARN ABOUT TELEHEALTH

What is telehealth?

Many regular health care services can be handled over the phone, a portal, app, or other option. Even if your provider didn't offer telehealth in the past, many are now. Call your care provider to ask about your options.

- Talk to your doctor live over the phone or video chat.
- Send and receive messages from your doctor using chat messaging, email, secure messaging, and secure file exchange, like a patient portal.
- Use remote patient monitoring to share health information with your provider.

WHAT IS AVAILABLE?

You might be surprised by the variety of care you can get through telehealth or other communication technology based services. Your doctor will decide whether telehealth is appropriate for your health needs. For example, you may be able to get:

- **General health care, like wellness visits**
- **Prescriptions for medicine**
- **Dermatology skin care**
- **Nutrition counseling**
- **Mental health counseling**
- **Urgent care** to address conditions such as shingles, tooth pain, other oral infections, common rashes, etc.
- **Remote monitoring services** to inform your doctor's treatment of an ongoing or acute issue.

HOW?

- Call your care provider's office to see if they offer telehealth.
- Your health insurance company may also help connect you with telehealth services.
- Make sure your care provider takes your coverage. You may still have a copay or deductible. Check with your care provider's office or insurance company.
- If you don't have coverage, some health centers offer health care over the phone or video. Use the [tool](#) to find a health center near you, and ask if they provide telehealth.

Need more info on telehealth and how to prepare for a visit? Go to telehealth.hhs.gov

STAYING HEALTHY

Be active in your health care by taking care of yourself and your family. Exercise, diet, sleep, and relaxation are important parts of staying healthy.

Here are some resources to help you manage your health:

- MentalHealth.gov for more information about mental health.
- ChooseMyPlate.gov and the [My Plate app](https://MyPlate.app) have information on healthy eating, recipes, and more.
- MillionHeartsMh.gov can help keep your heart healthy, including managing high blood pressure, cholesterol, and other heart healthy information.
- If you have Medicare, your provider may help you manage your chronic (ongoing) conditions. Ask your doctor about chronic care management services or visit getsmm.gov.
- Need local information on food, transportation, testing, and more? Call 3-1-1.

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- This resource gives an overview of telehealth, managing ongoing health conditions, prescriptions, and other tips.

Shareable Resources



FIND COVID-19 RESOURCES IN: 

English	العربية Arabic	中文 Chinese	Kreyòl Ayisyen Haitian Creole
한국어 Korean	Русский Russian	Español Spanish	Tiếng Việt Vietnamese

go.cms.gov/c2ccovid19 



Social Graphic 1 / English



Social Graphic 2 / English



Social Graphic 3 / English



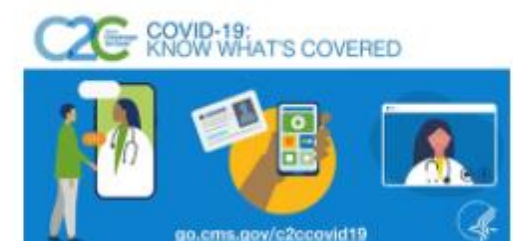
Animated GIF 1 / English



Animated GIF 2 / English



Animated GIF 3 / English



Animated GIF 4 / English

CMS COVID-19 Vaccine Resources

- Coverage 2 Care (C2) COVID-19 Resources

[CMS.gov/About-CMS/Agency-Information/OMH/equity-initiatives/c2c/consumerresources/c2c-covid-19-resources](https://www.cms.gov/About-CMS/Agency-Information/OMH/equity-initiatives/c2c/consumerresources/c2c-covid-19-resources)

- COVID-19 Vaccine Policies & Guidance

[CMS.gov/COVIDvax](https://www.cms.gov/COVIDvax)

- COVID-19 Vaccines Information for Partners

[CMS.gov/files/document/covid-vax-partner-toolkit.pdf](https://www.cms.gov/files/document/covid-vax-partner-toolkit.pdf)

- CMS.gov COVID-19 Press Releases

[CMS.gov/about-cms/emergency-preparedness-response-operations/current-emergencies/coronavirus-press-releases](https://www.cms.gov/about-cms/emergency-preparedness-response-operations/current-emergencies/coronavirus-press-releases)

Medicaid.gov COVID-19 Resources

[Medicaid.gov](#) COVID-19 resource page includes

- Medicaid and CHIP Resources
- Tools and Checklists for States Seeking Greater Flexibility
- State Waiver and Amendment Approvals
- Additional CMS Guidance

[Medicaid.gov/resources-for-states/disaster-response-toolkit/coronavirus-disease-2019-covid-19/index.html](https://www.Medicaid.gov/resources-for-states/disaster-response-toolkit/coronavirus-disease-2019-covid-19/index.html)

Centers for Disease Control and Prevention (CDC) COVID-19 Vaccine Resources

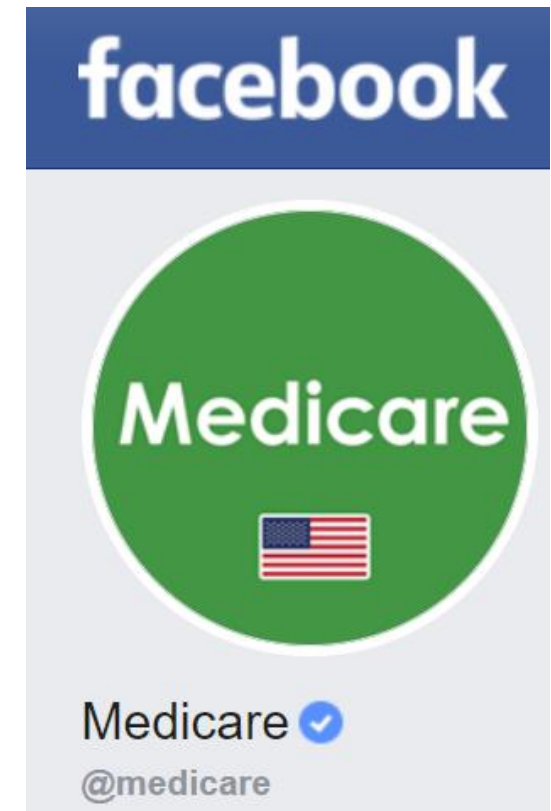
- COVID-19
[CDC.gov/coronavirus/2019-nCoV/index.html](https://www.cdc.gov/coronavirus/2019-nCoV/index.html)
- Your Health: COVID-19 Vaccines
[CDC.gov/coronavirus/2019-ncov/vaccines/index.html](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html)
- Vaccines & Immunizations (Subgroups of information)
[CDC.gov/vaccines/covid-19/index.html](https://www.cdc.gov/vaccines/covid-19/index.html)
- CDC COVID-19 Vaccination Program Provider Requirements and Support
[CDC.gov/vaccines/covid-19/vaccination-provider-support.html](https://www.cdc.gov/vaccines/covid-19/vaccination-provider-support.html)
- CDC Newsroom
[CDC.gov/media/index.html](https://www.cdc.gov/media/index.html)

HHS & FDA COVID-19 Resources

- HHS.gov landing page *Coronavirus Stops With Me*
[HHS.gov](https://www.hhs.gov)
- HHS.gov COVID-19 and Flu Public Education Campaign
[HHS.gov/coronavirus/education-campaign](https://www.hhs.gov/coronavirus/education-campaign)
- FDA Vaccine Facts Fact Sheet
[FDA.gov/media/143890/download](https://www.fda.gov/media/143890/download)
- FDA Press Releases (includes COVID-19 updates)
[FDA.gov/news-events/fda-newsroom/press-announcements](https://www.fda.gov/news-events/fda-newsroom/press-announcements)

CMS Social Media Resources

- YouTube at CMSHHSgov [YouTube.com/CMSHHSGov](https://www.youtube.com/CMSHHSGov)
- Twitter at [Twitter.com/CMSGov](https://twitter.com/CMSGov) Our ID: @CMSGov
- facebook.com/Medicare.gov
- facebook.com/HealthCare.gov
- mobile.twitter.com/HealthCareGov



Partner and Stakeholder Resources

CMS.gov Current Emergencies Page	CMS.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page
Centers for Disease Control and Prevention (CDC) Coronavirus (COVID-19)	CDC.gov/coronavirus/2019-nCoV
Medicare.gov Medicare & Coronavirus	Medicare.gov/medicare-coronavirus
Official U.S. Government Coronavirus Information	Coronavirus.gov
COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service Billing	CMS.gov/files/document/03092020-covid-19-faqs-508.pdf
Guidelines – Priorities: COVID-19	Whitehouse.gov/priorities/covid-19

Partner and Stakeholder Resources (continued)

Open Door Forum Stakeholder Call podcasts and transcripts	CMS.gov/Outreach-and-Education/Outreach/OpenDoorForums/PodcastAndTranscripts
Department of Health and Human Services (HHS) telehealth guidance & information	Telehealth.hhs.gov
Memo to States and Nursing Home Stakeholders About Changes to Staffing	CMS.gov/medicareprovider-enrollment-and-certificationsurvey/certificationgeninfo/policy-and-memos-states-and/changes-staffing-information-and-quality-measures-posted-nursing-home-compare-website-and-five-star
What Patients Should Know About Seeking Health Care	English CMS.gov/files/document/covid-what-patients-should-know-about-seeking-health-care.pdf Spanish CMS.gov/files/document/covid-what-patients-should-know-about-seeking-health-care-spanish.pdf
Care Compare	Medicare.gov/care-compare
CMS Coronavirus Partner Virtual Toolkit	CMS.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit

Partner and Stakeholder Resources (continued 2)

Medicare Fee-for-Service Response to the Public Health Emergency on the Coronavirus (COVID-19) (SNF information begins on Page 13)	CMS.gov/files/document/se20011.pdf
Nursing Home Reopening Recommendations Frequently Asked Questions	CMS.gov/files/document/covid-nursing-home-reopening-recommendation-faqs.pdf
Physicians and Other Clinicians: CMS Flexibilities to Fight COVID-19	CMS.gov/files/document/covid-19-physicians-and-practitioners.pdf
Medicare Accelerated and Advance Payments by State and Provider Type	CMS.gov/files/document/covid-accelerated-and-advance-payments-state.pdf
CMS Office of Minority Health (OMH)	CMS.gov/About-CMS/Agency-Information/OMH/equity-initiatives/from-coverage-to-care
CMS Newsroom	CMS.gov/newsroom