January 31, 2020

**UnitedHealthcare Responds to Novel Coronavirus (2019 nCoV)**

UnitedHealthcare is closely monitoring the Novel Coronavirus – or 2019-nCoV – that originated late last year in central China.

The new virus was officially reported by the World Health Organization on Jan. 9. The virus, which has symptoms similar to a respiratory illness including fever, cough, and shortness of breath – and in some cases can cause death – is being closely monitored by world health officials. So far, cases have been reported across parts of China and several other countries, including a small number of confirmed cases in the United States.

**Following CDC Guidance**

The health and wellbeing of our members is a top priority. In addition, the safety of those who deliver care – physicians, clinicians and nurses – is also a key concern. As with any public health issue, UnitedHealthcare will work with and follow all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), state and local public health departments in supporting our members’ needs.

At present, there is no specific treatment or vaccine for 2019-nCoV and diagnostic testing for the virus is currently conducted only at CDC labs. Supportive care for affected individuals may include hydration, supplemental oxygen or mechanical ventilation for severe illness. Diagnostic testing and supportive care will be covered per the member’s health plan benefits.

**For More Information**

UnitedHealthcare is providing the following resources and tools to help you stay informed:

- We recommend members visit the [CDC website](https://www.cdc.gov) to learn more about the disease, FAQs and the latest CDC guidance and protocols.
- If individuals have additional health related questions, we recommend they contact their Student Health Center, primary care, or Healthiest You telehealth service.
- Members who plan to travel should visit the [U.S. State Department](https://travel.state.gov) website or the [CDC website](https://www.cdc.gov) for additional travel related information and limit non-essential until more is known about the new coronavirus.

Until there are more answers, people are advised to follow good prevention practices, including:

- Frequently wash your hands with soap and water for 20 seconds or use of alcohol-based hand sanitizer if soap and water are not available
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact or sharing cups, eating or writing utensils with others
- Clean and disinfect frequently touched surfaces, including your phone or computer
- Cover your nose and mouth with a tissue when you cough or sneeze then throw the tissue in the trash

Stay home and away from public places if you are sick and call your primary care provider for advice
Coronavirus (2019-nCoV) is a respiratory illness caused by a virus that was first identified in China. It is highly contagious and includes symptoms like fever, cough, and shortness of breath. The risk in the U.S. is currently low, but knowing how to protect yourself is key. Here are three tips:

1. **Keep it clean**
   Clean your hands with soap and water for 20 seconds after touching surfaces in public areas, and especially if you are around someone who isn’t feeling well. Also, clean and disinfect frequently touched objects.

2. **Avoid contact with sick people**
   Avoid close contact with people who are sick and avoid traveling to locations where there are outbreaks of the coronavirus. And if you get sick, stay home to avoid spreading the virus to others.

3. **Contact HealthiestYou**
   There is no cure for coronavirus, but if you have symptoms of the virus, contact HealthiestYou and our doctors can evaluate your risk and help with next steps when necessary.

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For non-covered students, visits are $40. Access these benefits and more at uhcsr.com/myaccount.
Coronavirus
Frequently Asked Questions

What is coronavirus?
Coronavirus (2019-nCoV) is a respiratory illness caused by a virus that was first identified in China and it is highly contagious. The virus can be similar to the common cold, but some cases are more severe and could potentially be life-threatening.

What are the symptoms?
The most common symptoms are fever, cough, and shortness of breath, but occasionally symptoms are more severe. If you develop these or any flu-like symptoms, contact HealthiestYou to talk about your symptoms, travel history, and recent contact with anyone who may be infected with the virus.

What is the current risk in the U.S.?
While the risk outside China is currently low, additional cases have been identified in a growing number of other international locations, including the U.S. It is likely that person-to-person spread will continue, so more cases are expected to be identified.

How is coronavirus spread?
The virus can spread from person to person primarily through coughing and sneezing. Washing hands, cleaning commonly touched surfaces, and avoiding sick people are the best ways to prevent the illness from spreading.

How do I know if I’m at risk of contracting coronavirus?
You may be at greater risk if you have recently traveled to regions where there are currently outbreaks of the virus or if you come into contact with someone who has the virus. Symptoms typically appear within 2 to 14 days after exposure.

Is there a vaccine?
There is no vaccine for coronavirus at this time.

What should I do if I think I have coronavirus?
Because it is a virus, there is no cure, but HealthiestYou doctors can evaluate your risk and help with next steps when necessary. If it is determined that you have a different virus, our doctors can provide support to help relieve your symptoms.

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Coping with a public health event

Coronavirus

If you turn on the TV, pick up a newspaper or go on the Internet, you'll likely hear news about the Coronavirus outbreak. The new virus was officially reported by the World Health Organization (WHO) on Jan. 9. Coronavirus has symptoms similar to a respiratory illness, including fever, cough, and shortness of breath – and in some cases can cause death. So far, cases have been reported across parts of China and several other countries, including a small number of confirmed cases in the United States.

While people may be impacted in different ways, there are several support resources available to you.

Optum is offering a free emotional support help line for all individuals impacted.

Additionally, there are several coping and disaster tools and resources available to you on liveandworkwell.com.

Public Crisis Line: Our toll-free emotional support help line at (866) 342-6892 is free of charge and available to anyone, so you can share it with family and friends. Caring professionals will connect people to resources. It will be open 24 hours a day, seven days a week.
What You Need to Know

• At the present, there is no specific vaccine to prevent Coronavirus (2019-nCoV).
• The CDC does not recommend the use of facemasks for the general public to prevent the spread of 2019-nCoV.
• If you are concerned that you may have been exposed to 2019-nCoV, contact your healthcare provider and monitor your health for 14 days from the last possible exposure.
• If you have traveled to China or were in close contact with someone with 2019-nCoV and begin to feel sick with fever, cough, or difficulty breathing within 14 days, seek medical care right away. Call ahead and tell them about your recent travel and symptoms. Avoid contact with others and follow preventive practices as outlined below.

What You Should Do

To help protect yourself and your loved ones, follow good prevention practices, including:

• Hand washing with soap and water for at least 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
• Avoid touching your eyes, nose and mouth with unwashed hands.
• Avoid close contact or sharing cups or eating utensils with people who are sick.
• Clean and disinfect frequently touched surfaces.
• Cover your nose and mouth with a tissue when you cough or sneeze then throw the tissue in the trash.


Recommended Public Health Resources:


Through BetterHelp, a national virtual counseling service, you can get the help you want, the way you want it. Starting on the effective date of your policy, you have access to Psychologists (PhD / PsyD), Marriage and Family therapists (LMFT), Clinical Social Workers (LCSW) and Licensed Professional Counselors (LPC). These professional licensed counselors will be available to you via ongoing text communications, live chat, phone, video or groupinars.

When you first visit the counseling website, you will be asked to register and complete a questionnaire that will request your UHCSR insurance information on your ID card, emergency contacts and your goals for accessing the service. The questionnaire will also ask you for counselor preferences (gender, specialty, etc.) to ensure you are matched with a practitioner that can help you meet your goals. Within 24 hours after completing the questionnaire, you will be contacted by a counselor to schedule an appointment and decide on a communication method that best suits your needs.

As an insured with StudentResources, there is no consultation fee for this service. Every communication with a BetterHelp counselor is covered 100% during your policy period. Insureds must register at www.counseling4students.com to use BetterHelp services.

Non-insureds can now access BetterHelp, by clicking on “Get Started” and selecting “Registering for paid account”.

According to American College Health Association’s 2017 survey, 39% of college students report feeling so depressed that it was difficult to function and 1 in 5 are diagnosed or treated for anxiety.