



Inter Valley Health Plan

Medicare plans for health. Not for profit.

Inter Valley Health Plan cares about our members and the health and safety of our members is our priority. We are continuously monitoring the situation surrounding Coronavirus (COVID-19) and working closely with state and city officials, hospitals, and providers to ensure the community and our members are receiving the knowledge and care they need.

In compliance with the Centers for Medicare & Medicaid Services (CMS), we are treating COVID-19 diagnostic tests as covered benefits so we will waive all cost sharing for members for screening and testing of COVID-19. At this time, we have also provided more flexibility for our Part D refill restrictions to allow members to receive their needed medications.

For the safety of our members and the community, we will be canceling all our community classes and postponing signature events effective immediately March 12, 2020. However, our Medicare Information and Vitality Centers will remain open during regular business hours for our members if needed.

If you experience symptoms of COVID-19 including fever, cough or shortness of breath, and have reason to believe you may have been exposed, you should call your doctor. If you are unable to reach your doctor, please call Inter Valley Health Plan Member Care Team for assistance at 800-251-8191.

There are important steps members can take to prevent the spread of COVID-19 by following the precautions listed by The Centers for Disease Control and Prevention (CDC):

- Avoid close contact with people who are sick
- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing, or having been in a public place.
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- To the extent possible, avoid touching high-touch surfaces in public places – elevator buttons, door handles, handrails, handshaking with people, etc.
- Use a tissue or your sleeve to cover your hand or finger if you must touch something.
- Wash your hands after touching surfaces in public places.
- Avoid touching your face, nose, eyes, etc.
- Clean and disinfect your home to remove germs: practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks & cell phones)
- Avoid crowds, especially in poorly ventilated spaces. Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded, closed-in settings with little air circulation if there are people in the crowd who are sick.
- Avoid all non-essential travel including plane trips, and especially avoid embarking on cruise ships.

A not-for-profit, Medicare Advantage Organization

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