



**FOLLOWING RECOMMENDATIONS FROM PUBLIC HEALTH OFFICIALS,  
ARCHDIOCESE PROVIDES UPDATED GUIDANCE REGARDING  
COVID-19 (NOVEL CORONAVIRUS)  
(Updated: March 11, 2020)**

With the growing concern of the spread of COVID-19 (novel coronavirus) in California and around the world, institutions are putting in place preventative measures to limit the spread of the virus locally. Following recommendations from local public health officials, the Archdiocese has decided that, at this time, there will be **NO cancellation of Masses, NO school closures and NO suspension of other essential ministries and services in the Archdiocese.**

**Please note the following guidelines from the Archdiocese until further notice:**

- **In light of the sensitive nature of the impact of the COVID-19 threat to those most at risk in our communities, such as the elderly and those with pre-existing conditions, Archbishop José H. Gomez has dispensed those in these categories from the obligation to attend Mass.**
- All who are sick are not under the obligation to attend Mass and are urged to stay home.
- Pastors, parish administrators and principals may cancel non-essential activities after consultation with respective Archdiocesan officials and following recommendations of local authorities.
- The Archdiocesan Catholic Center remains open and operational to continue to serve the parishes and ministries of our local Church. All Archdiocesan staff will maintain daily work schedules and duties unless otherwise directed by their senior director or supervisor.
- On March 6, 2020, the Archdiocese instituted temporary liturgical accommodations to help in the prevention of the spread of COVID-19 and other illness during this cold and flu season, which can also be found online at <https://lacatholics.org/wp-content/uploads/2020/03/COVID-19-Accomodations-060320.pdf>.
- The [California State Department of Public Health](https://lacatholics.org/wp-content/uploads/2020/03/School-Guidance-COVID19.pdf) has provided guidelines for schools at : <https://lacatholics.org/wp-content/uploads/2020/03/School-Guidance-COVID19.pdf>.
- For updated information from the public health departments in the three counties in the Archdiocese, visit their respective websites at these links: [Los Angeles](#), [Ventura](#) and [Santa Barbara](#).

Representatives from the Archdiocese are in communication with local health officials and will provide updates as they become available. Please visit the Archdiocese's emergency preparedness webpage, [lacatholics.org/emergency](https://lacatholics.org/emergency), for the most updated information and resources on how to limit the impact of the coronavirus.

To receive ongoing text updates from the Archdiocese of Los Angeles on this and other matters of importance to our local Church, please register online at: <https://archla.flocknote.com/ADLAUpdates>, or text "ADLA" to "84576."

# Important facts about coronavirus COVID-19

## Here's what it is, how you can prevent it, and what your plan covers

There's a lot in the news lately about coronavirus and COVID-19. Here's some information you can use to help protect yourself and the people you care about.

### About coronavirus COVID-19



#### What is coronavirus and COVID-19?

Coronavirus is a type of virus that causes respiratory illness — an infection of the airways and lungs. COVID-19 is a new strain of coronavirus. It's part of the same family of coronaviruses that includes the common cold.



#### What are the symptoms?

The most common early symptoms appear between 2 and 14 days after infection. Symptoms can be mild to severe. They include fever, cough, and shortness of breath.



#### How does the virus spread?

Like many other viruses, coronavirus seems to spread from person-to-person through a cough, sneeze, or kiss.



#### What is the risk?

The Centers for Disease Control and Prevention (CDC) states that the risk in the U.S. is still low. They will update the status regularly at their website at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).



### How to protect yourself

Frequent hand-washing is the most effective way to protect yourself from infection. Other good habits to practice include covering your mouth and nose with a tissue when you cough and sneeze, and cleaning frequently touched items such as phones, keyboards, and doorknobs to help remove germs.



### What your Anthem benefits will cover

Your Anthem health plan will cover the care you get if you're diagnosed as having coronavirus COVID-19, based on your plan's benefits, unless otherwise determined by state law or regulation. It'll also cover testing for COVID-19. You'll pay any out-of-pocket expenses your plan requires.



### What to do if you have symptoms

Call your doctor if you develop a fever, have a cough, or have difficulty breathing. And let them know if you've been in close contact with a person known to have COVID-19, or if you live in or have recently traveled to an area where the virus has spread. You can also check to see if your plan offers telehealth benefits to see a doctor online. If you think you're infected, using telehealth helps to prevent spreading a virus.

To learn more about preventing and treating coronavirus COVID-19, visit the CDC website at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).



# Coronavirus COVID-19 frequently asked questions

What it is, how to prevent it, what Anthem benefits cover

## About coronavirus and COVID-19

### What is coronavirus and COVID-19?

[Coronavirus](#) is a type of virus that causes respiratory illness — an infection of the airways and lungs. COVID-19 is a new strain of coronavirus. It's part of the same family of coronaviruses that includes the common cold.

### How does the virus spread?

Right now, medical experts think that COVID-19 [spreads](#) from person-to-person through a cough, sneeze, or kiss. However, since COVID-19 is a new disease, scientists around the globe are racing to learn more about it.

### What are the symptoms?

The most common early [symptoms](#) appear between 2 and 14 days after being infected. Symptoms can be mild to severe. They include fever, cough, and shortness of breath.

## Prevention and treatment

### How to prevent infection

The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19. Check the [CDC website](#) for up-to-date information. If traveling, visit the [CDC travel page](#) for most current travel guidelines.

Good health habits can also help prevent and fight COVID-19.

- Wash hands often with soap and water for at least 20 seconds. Especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.

- If soap and water aren't available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching eyes, nose, and mouth.
- Avoid close contact with people who are sick.
- Stay home when sick. This includes staying home from work, school, errands, and travel for at least 24 hours after a fever is gone.
- Cover a cough or sneeze with a tissue, throw the tissue in the trash, and wash hands.
- Clean and disinfect frequently touched objects and surfaces like phones, keyboards, and doorknobs.
- Get plenty of sleep, be physically active, drink lots of fluids, and eat nutritious food.

### Are facemasks necessary?

It's best to follow the CDC's recommendations for using a [facemask](#).

- **If someone is not sick**, the CDC does not recommend wearing a facemask for protection from respiratory diseases, including COVID-19.
- **If someone is having symptoms of COVID-19**, they should wear a facemask to help prevent spreading the disease to others.
- **If someone is a health care worker or is taking care of someone who has COVID-19**, they should wear a facemask for protection against the virus.

### **What if symptoms are present?**

Individuals should call their doctor if they develop a fever, have a cough, or have difficulty breathing. And let them know if they've been in close contact with a person who has COVID-19, or if they live in or have recently traveled to an area where the virus has spread. If they think they are infected, using telehealth helps to prevent spreading a virus.

### **Are there any prescription drugs that can be used to treat COVID-19?**

Right now, there are no prescription drugs that are approved to treat this virus. Scientists are working quickly to develop treatment, so we are closely monitoring CDC and World Health Organization (WHO) guidance for updates on the best treatments.

### **Are there any vaccines available to prevent COVID-19?**

Not yet. Several vaccines are being tested, but they're still in the very early stages of development. After that, they'll need to go through clinical trials to be sure they are both safe and effective before they'd be ready for the public.

## **How Anthem benefits will work**

### **What services will Anthem benefits cover related to COVID-19 testing and care?**

Anthem health plans will cover the care individuals get if they're diagnosed as having COVID-19, based on their plan's benefits. They'll also cover testing for COVID-19. Members will pay any out-of-pocket expenses their plan requires, unless otherwise determined by state law or regulation.

### **How much will a COVID-19 test cost?**

If a member gets a test for COVID-19, their cost will depend on their benefit plan. They should expect to pay their usual cost shares. These can include a copay, deductible, and their percentage of the costs, unless otherwise determined by state law or regulation.

### **Could there be a shortage of medications people take? If so, what would they do?**

Because many drugs we rely on every day are made in China, we are constantly checking the supply of medications available to our members. If we see there could be a shortage of a certain drug, we'll find alternate medications that our members could take for about the same price.

### **What can people do to make sure they have the drugs they need?**

Our members can get a 90-day supply of their maintenance medications through home delivery pharmacy, as well as select retail pharmacies. See the next question about the 90-day supply for more details

### **Can my employees get a 90-day supply of their medication?**

Yes. This is a great time to think about changing from a 30-day supply to a 90-day supply of any prescription medicines they take on a regular basis. If your employees don't have a prescription for a 90-day supply, they can talk to their doctor to see if a 90-day supply would work for them. They can even get a 90-day supply through home delivery pharmacy. If your employees have specific questions about the medicine they take, they should call the pharmacy services number on their member ID card.

### **If there's an epidemic, how will you ensure that the doctors in the Anthem plan can still provide care?**

Anthem is committed to making sure your employees can get the care they need. We're working closely with the doctors and other health care professionals in our plans to prepare for more calls and visits. If your employees' doctors aren't available for some reason, we'll help them find alternate care. Employees can go to [anthem.com/ca](https://www.anthem.com/ca) or call the Member Services number on their ID card.

## **What if someone has symptoms?**

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## Safety and preparedness

### What is Anthem doing to prepare?

Anthem is monitoring COVID-19 developments and what they mean for our associates and those we serve. We are fielding questions about the outbreak from our customers, members, providers, and associates. Additionally, our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention to help us determine what, if any, action is necessary on our part to further support our stakeholders. Anthem has a business continuity plan for serious communicable disease outbreaks, inclusive of pandemics, and will be ready to deploy the plan if necessary.

### Does Anthem have a business continuity plan in the event of a pandemic?

Anthem maintains a comprehensive enterprise wide business continuity program that aligns business requirements of our operating units and related support areas to help us meet our commitments following an “unplanned event.”

This plan includes strategies for a “People Unavailable” event, including a pandemic, to help us continue critical business processes to meet our customer commitments.

Response to and mitigation of such an event can include leveraging our broad geographic footprint, work from home capability, increased personal hygiene and additional building hygiene measures and frequency, travel restrictions, isolation of personnel, and limiting access to and travel between our facilities.

All of this is documented in established policies and procedures to support crisis response measures, such as during a pandemic threat.

### Is Anthem encouraging broader use of telehealth assuming the virus spreads?

We are recommending members use telehealth when they can, as it prevents them from spreading a virus and can help protect them from getting a virus while waiting with others at a physical facility.

**For more information, check the [CDC website](#) for up-to-date details and recommendations about COVID-19.**

#### Sources:

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

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### How can I help protect myself?

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