General Questions

What is a coronavirus and what is COVID-19?
There are many types of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 a new disease caused by a new coronavirus that has not previously been seen in humans.

How do people become infected and how does it spread?
Current understanding about how the virus that causes COVID-19 spreads is largely based on what is known about similar coronaviruses. COVID-19 is a new disease and there is more to learn about how it spreads, the severity of illness it causes, and to what extent it may spread in the United States.

What are the symptoms of COVID-19?
Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough and difficulty breathing.

How can I help protect myself?
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, especially if traveling.
  - The CDC is issuing new travel guidance regularly as developments occur.
  - Visit the CDC Travel page for all travel-related updates.
- Practice good health habits. Everyday preventive actions help to prevent the spread of respiratory viruses.
  - Wash your 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 are not readily available, use an alcohol-based hand sanitizer with at least 60 percent alcohol. Always wash hands with soap and water if hands are visibly dirty.
  - Avoid close contact with people who are sick.
  - Avoid touching your eyes, nose, and mouth.
  - Stay home when you are sick.
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
  - Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe. Anthem is working with the Facilities team to increase the cleaning schedule and disinfection practices at all of our geographic locations.
  - Follow CDC’s recommendations for using a facemask.
CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.

Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others.

The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings such as at home or in a health care facility.

Are there any prescription drugs that can be used to treat COVID-19?
- There are several studies underway that are evaluating a variety of drug therapies but, at the present time, there are no prescription drugs that have been approved to treat this virus.
- Information is rapidly developing, we are closely monitoring CDC and WHO guidance for updates on the best treatments.

Are there any vaccines available to prevent COVID-19?
- At the present time, no. Reports indicate there are several vaccines being evaluated but they are still in early stage development and have not been through clinical trials.

Mental Health

What mental health issues can arise as a result of COVID-19?
- Public health emergencies, such as COVID-19 (Coronavirus), can lead to stress, anxiety, inability to focus and more. All are natural responses to dealing with life’s day-to-day pressures.

If I am feeling anxious about COVID-19, what can I do about it?
- **Take control of the situation** – implement preventive measures to limit susceptibility to COVID-19, such as washing your hands; not touching your eyes, nose and mouth; and disinfecting your home and work area.
- **Take care of yourself** - eat nutritious food, exercise, limit alcohol consumption and make sleep a priority. Stay connected with family and friends so that you’re not socially isolated.
- **Stay informed by learning the facts** - the news isn’t always accurate. Be sure to get your information from authoritative sources, such as the CDC and the WHO.
- **Think about the impact you have on others** - be sure to care for yourself and take preventative measures more seriously. Communicating with family and friends about those measures is a form of positively affecting others.
- **Limit your media exposure to coronavirus news** - today’s news cycle is 24 hours, and the exposure can be overwhelming, regardless of the topic.
• Let it go - don’t dwell on what may or may not happen regarding COVID-19. Change what you can and let the rest take its course. Refocus your mind and think only about positive things.

If I need more information are there other resources available?
• If your stress and anxiety persist in spite of taking the recommended steps, contact your company’s Employee Assistance Program (EAP) or your primary care physician who may refer you to a behavioral health specialist. Another option is to call the Substance Abuse and Mental Health Administration’s Disaster Distress Helpline at 1-800-985-5990, a 24/7, 365 days-a-year, national hotline that provides immediate crisis counseling. It is toll-free, multilingual and confidential.