



**Aetna Better Health® of New York**  
55 West 125<sup>th</sup> Street, Suite 1300  
New York, NY 10027

<Addressee>

<Street Address>

<City, State, ZIP+4>

<Date>

Dear Health Care Professional,

## **Aetna Better Health® of New York**

### **COVID-19 Update**

Due to the recent global spread revolving around the novel coronavirus (COVID-19), AETNA BETTER HEALTH OF NEW YORK wants to ensure the health and safety of our members and our partnered providers.

At AETNA BETTER HEALTH OF NEW YORK, we are proactively and continuously monitoring this situation in an effort to gather the most updated information from global health organizations and governmental bodies such as the Centers for Disease Control and Prevention (CDC) or Department of Health (DOH) to develop specific guidelines to reflect the most up to date information:

#### **What is the Coronavirus-2019?**

- The coronavirus 2019 (COVID-19) is from the family of the novel coronavirus and can cause respiratory illness that can spread from person to person who are in close contact with one another. Other possible ways that a person can get COVID-19 is by touching an object or surface that has the virus on it and then touching their nose, mouth or eyes. Commonly reported symptoms include fever, cough and shortness of breath.

#### **What can we do to protect ourselves from this respiratory illness?**

- The CDC has recommended the following practices and preventive actions:
  - Get your annual flu (influenza) shot. The flu shot will not protect you from COVID-19 but it will help prevent the flu which has similar symptoms to the coronavirus
  - Stay at home if you are sick and avoid close contact with people who are sick
  - Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based sanitizer that contains at least 60% alcohol
  - Maintain and practice proper hygiene by cleaning and disinfecting commonly touched surfaces, covering your cough and sneeze with a tissue and disposing of it properly and wearing a facemask only when you are sick
  - Practice social distancing. CDC defines social distancing as remaining out of



congregate settings, avoiding mass gatherings and maintain distance of approximately 6 feet from others when possible.

- New York State mandates that all people in New York are required to wear masks or face coverings in public, including when taking public or private transportation or riding in for-hire vehicles.
- We also encourage our providers to follow their infection control policies when caring for members

**What do we do if we identified a member of ABHNY as a possible case of the COVID-19?**

- Providers who identify members with a possible case of COVID-19 should advise them to stay away from others and isolate themselves. If symptoms are mild to moderate, staying at home will reduce the possibility of transmission to others.
- If symptoms are severe, providers should advise members to contact their physician for next step before going in or call 311 if they need help getting medical care.
- Providers should alert the member's case manager and/or health plan of member's health status.

**Additional Resources:**

Below are additional resources for the latest update on COVID-19:

- Centers for Disease Control and Prevention\_  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- World Health Organization\_  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- New York State Department of Health\_  
<https://www1.nyc.gov/site/doh/health/health-topics/coronavirus.page>
- Aetna Better Health of New York  
<https://www.aetnabetterhealth.com/ny/providers/coronavirus>

Thank you for being a valued provider, as we partner to move forward during this challenging time.

Aetna Better Health of New York