

COLORADO | APRIL 8, 2020

This week's member updates on the coronavirus

As the situation around the coronavirus and COVID-19 evolves, we're working diligently to help our members stay healthy and informed – and keep you aware of updates that could impact your employees.

Helping members understand how to get care and support is more important than ever in times of crisis. So is keeping them informed about what to expect as we implement changes to protect the health of our members, care teams, and communities. Here's everything we shared with your employees this week regarding the coronavirus:

Coping during this challenging time

If you're feeling the emotional and mental weight of this moment, you're not alone. Trying even a few simple tasks can help us all thrive together even while we're apart. Here are a few ideas and tips to try:

- [Improve your mood with exercise](#)
- [Practice self-care with the help of apps and activities](#)
- [Talk to loved ones about how you're feeling](#)

No cost for COVID-19 care

To help members get the treatment they need, we'll waive all member out-of-pocket costs for COVID-19 treatment, as of April 1, 2020. Testing and diagnosis continues to be available at no cost. For important details about how we're helping members impacted by COVID-19, visit kp.org/coronavirus.

Getting care

To streamline care, we've temporarily closed some medical offices. While there are facility closures, there are many options to get the same quality care from the comfort of your home. Visit kp.org/getcare for all your care options in either [Denver/Boulder/Mountain/Northern Colorado](#) or [Southern Colorado](#).

Our Acero, Arapahoe, Aurora Centrepont, Franklin, Lakewood, Lone Tree, Loveland, Parkside, Rock Creek, and Skyline Medical Offices will continue to stay open for preferred/required in-person by appointment primary care and certain specialty care, ob-gyn care, lab/medical imaging, behavioral health, and pharmacy services. Westminster Medical Offices remain open for pharmacy services only.

Kaiser Permanente Aurora Centrepont, Lakewood, and Lone Tree Medical Offices will continue to provide urgent care.

Mail-order prescriptions

Most prescriptions can be filled by mail and received within 7 days. You can select shipment notifications in the Kaiser Permanente app to track your order. Visit kp.org/rxrefill to get started.

Testing by doctor referral only

If you're concerned that you or a family member are showing symptoms of COVID-19 or have been exposed, complete an e-visit by visiting kp.org/getcare. COVID-19 tests are only available when medically necessary, so please don't visit a facility for testing unless a doctor refers you.

Paying for care

If you're experiencing financial hardship at this time, you may be eligible for additional assistance. Contact Member Services at **303-338-3800** or **1-800-632-9700 (TTY 711)** to learn about financial assistance and payment options.

Maintaining coverage

If you lose your coverage due to a job loss, that is a qualifying life event and there are several ways to stay covered with Kaiser Permanente. To find the right coverage for you, visit kp.org/continue for a personalized recommendation.

Important resources

- Updated information on COVID-19 and care near you in [Denver/Boulder/Mountain/Northern Colorado](#) or [Southern Colorado](#)
- [Care by phone or online](#)
- [Self-care resources and tools](#)
- [Loss-of-coverage information](#)
- [Donating COVID-19 supplies and personal protective equipment \(PPE\)](#)

This is a challenging time for everyone, and we're committed to supporting our members and customers as things continue to unfold. For more information about how Kaiser Permanente is responding to the coronavirus, contact your account manager.

Please continue to take the necessary precautions to help prevent the spread of the coronavirus. Together, we can work to keep our communities healthy and strong.