



THE EMPLOYEE BENEFIT
SERVICE CENTER

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COVID-19 INFORMATION

At The EBSC our top priority is and always has been the wellbeing of our employees and customers. As we monitor the latest news about COVID-19, we continue to serve our customers and are working to minimize any disruptions. You and your clients can count on The EBSC during challenging times and want you to know we are here if you require any assistance.

The EBSC will remain available via Phone or Email to assist with your questions, concerns and needs. Please read the below information. It contains information regarding your Health Plan, coverage changes and additional information on the COVID-19 Virus.

PHONE

800.310.6645

EMAIL

CUSTOMER.SERVICE@EBSCENTER.COM

Plan Change Announcement:

Copays and/or Cost Shares will be considered Preventive Wellness and waived at this time for physician ordered testing for COVID-19.

Prevention is key:

- To fight germs and keep them from spreading, cough or sneeze into a tissue or into your elbow
- Share a smile instead of a handshake or a hug
- Wash your hands thoroughly, for a minimum of 20 seconds, and clean shared surfaces
- Avoid close contact with people who are sick, and try not to touch your mouth, nose and eyes

What to do if you feel ill:

- Reach out to your health care provider. If your doctor wants you to be tested for the virus, it will be **covered at no cost.**
- It is important to avoid exposing others to your illness- even if you feel up to going out, you could pose a risk to someone who lacks your resilience.

Coronavirus Frequently Asked Questions:

What is Coronavirus (COVID-19)?

It is a respiratory illness caused by a virus that was first identified in China. This virus is highly contagious. The virus can be similar to a common cold, but some cases are more severe and could potentially be life threatening.

What are the symptoms?

The most common symptoms are fever, cough, and shortness of breath, but occasionally symptoms are more severe. If you develop any of these flu-like symptoms, contact your health care provider. Please provide them with your travel history and any recent contact with anyone who may be infected with the virus.

How is the Coronavirus Spread?

The virus can spread from person to person primarily through coughing and sneezing. Washing hands, cleaning commonly touched surfaces and avoiding sick people are the best ways to prevent the illness from spreading. You may be at higher risk if you have recently traveled to regions where there are currently outbreaks of the virus. Symptoms typically appear within 2 to 14 days after exposure.

Is there a vaccine?

There is not a vaccine for the COVID-19 at this time.

Center for Disease Control Information:

For further information on the COVID-19 please visit the CDC Website at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or call 800.232.4636

To Submit an online inquiry to the CDC please visit: <https://www.cdc.gov/dcs/>