



FOR ELECTRONIC DISTRIBUTION

Dear Valued Prospect Medical/ProMed Health Patient,

We hope that you are staying healthy and safe in these challenging times. Our teams are here with you and for you during this time and will continue to help support your needs.

Be aware of scams!

Although you may be getting calls from your health plan, your doctor, or Prospect/ProMed to check on your well-being, there are people trying to take advantage of this time of crisis. Please be mindful of scams – like unknown/suspicious calls asking for your social security number to get additional government funds, or mail-in home test kits. Be careful of what information you share.

Frequently asked questions

In effort to provide you with some helpful information, we thought we would provide answers to some frequently asked questions that we have been hearing.

Q. What should I do if I am not feeling well?

- Call your Primary doctor to make an urgent appointment
 - Telehealth options are available with many doctors now and the rules with these electronic visits has changed to be more flexible to get access to care
 - What do you need for a telehealth visit?
 - Typically, you will need a phone (cell phone or land line) and/or a tablet or computer with internet access. Attached are some steps to help you prepare for a telehealth visit.
 - If you think you might have COVID-19, you can check your symptoms using the CDC's Self-Checker <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
 - If you are experiencing an emergency, go to the nearest Emergency Room

Q. What do I do if I need a prescription refill?

- Call the pharmacy that filled the prescription and ask that they request a refill from the prescribing doctor
- Call your doctor or the doctor's office that prescribed the medication for you

Q. What if I have an upcoming appointment with a doctor? Will I still be seen?

- Routine visits might be rescheduled to a later date or done through telehealth/telephone

Q. I received a call about scheduling an annual wellness visit with my doctor. Should I schedule this during this time?



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- Recent changes with appointments have allowed these to be done through telehealth or in person. If you are not comfortable going to the office, ask what telehealth options you have to get this done at home.

Mental Health is important too!

Many of us are experiencing various emotions right now – fear, anxiety, loneliness, frustration, hopelessness, anger, and many more. In this trying time, remember that your mental health is just as important as your physical health. Find time every day to do something you love to do or set daily goals for yourself around something positive. If you need help please contact the behavioral health provider listed on your card or your local county behavioral health department.

Same day COVID-19 testing

Some areas/counties are offering same day testing or drive through testing. Here's some resources to find sites in your area:

Orange County - <https://occovid19.ochealthinfo.com/covid-19-testing-and-screening>

LA County - <https://covid19.lacounty.gov/testing/>

San Bernardino County - <http://sbccovid19.com/community-drive-through-events/>

Riverside County - <https://www.rivcoph.org/coronavirus>

San Antonio - <https://www.sanantonio.gov/health/news/alerts/coronavirus#281783824-testing->

If you have any additional questions or concerns, please feel free to call us at (877) 764-4748 to speak to one of our customer service agents.

We will continue to communicate these updates! Stay healthy and safe!

Sincerely,

Jim Brown
Chief Executive Officer