



As COVID-19 continues to strain our communities, your physical and mental health remains our top priority.

Montana/Mountain Health CO-OP is committed to supporting our members and the community through the COVID-19 outbreak. We believe there is an urgency to expand the use of technology by using telehealth services like [Doctors on Demand](#). This service will protect members like you access to routine care, keep vulnerable beneficiaries with mild symptoms in their homes, and maintain access to the care they need. Using the Doctors on Demand benefit will also reduce the added strain to hospitals, urgent care and provider clinics, and the CO-OP.

Starting immediately, we are supporting members like you by:

- **waiving co-pays and deductibles for the testing, office visit (excluding imaging), and urgent care visits related to COVID-19,**
- **covering all co-pays and deductibles for members through our telehealth partner, [Doctor on Demand](#) (even if your visit is not related to COVID-19),**
- **extending full telehealth coverage (including audio-only), and**
- **allowing early RX (prescription) refills of medications to ensure members have needed medications on hand. For certain medications, members can also get 90 day supplies.**

We stand united with you and the healthcare community to meet this crisis head-on.

Our office will remain open with a few staff to assist members during this time, because we are doing our part to flatten the curve, **many of our employees are working remotely and may call you from an unknown number. We are aware there are phishing scams regarding COVID-19 - please be advised that we will not call you to ask for your credit card or bank information.** If you receive a call requesting this information, do not provide it.

Please reach out to our team at any point and continue to use the pages for the COVID-19 task forces in Idaho ([click here](#)) and Montana ([click here](#)) to stay up-to-date with information relating to the current climate.

We are here for you.

Thank you,

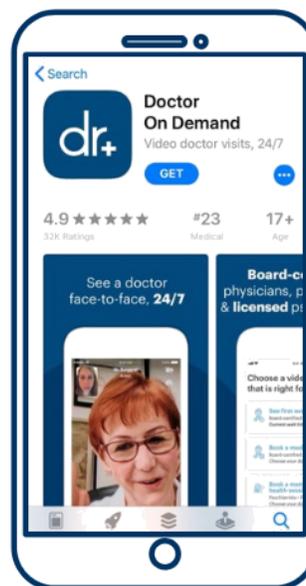


Richard Miltenberger, CEO
Montana/Mountain Health CO-OP
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Doctor on Demand (DOD) limits your exposure by helping you avoid physically visiting provider offices, urgent care clinics, or the emergency room. DOD instead offers a medical exam with an experienced provider via your smartphone, tablet or computer - you just need a camera.

The program connects you to licensed professionals, including doctors, psychologists, and psychiatrists.

Whether you are feeling sick, depressed, or that you could potentially have COVID-19, the doctors at Doctor On Demand are ready to help, and the **CO-OP will cover your co-pay**.



To Get Started:

- Access Doctor On Demand via the app via [iTunes](#), [Google Play](#) or [online](#).
 - Webcam and Google Chrome required
- Open the app and follow on screen instructions to register
- Once registered, select "See a Medical Doctor Now"
- Follow on-screen instructions to enter your symptoms, allergies and medications in to the app
 - You will be asked to enter insurance information which can be found on you insurance card or via the MyChart app.

From Our Pharmacy Team

The CO-OP is allowing our members to get early refills of prescription medication in order to ensure they have needed medications on hand. For certain

medications that treat chronic health conditions, members can get up to a 90-day supply of their medications at their local retail pharmacy location or through our dedicated mail order pharmacy.



Our pharmacy team put together some tips to consider when you are considering how much of your prescription medication you should have on hand and how best to obtain them during the COVID-19 outbreak. To read the full list, click the button below.

[View Tips](#)

COVID-19

A new coronavirus, first identified in China in December 2019, has caused an outbreak of respiratory illness that the World Health Organization named COVID-19 in February 2020.



The virus usually spreads from **CLOSE PERSON-TO-PERSON CONTACT** through respiratory droplets from coughing and sneezing.



The virus may also spread **THROUGH AIRBORNE TRANSMISSION**, when tiny droplets remain in the air even after the ill person leaves the area.



SYMPTOMS MAY DEVELOP WITHIN 14 DAYS OF EXPOSURE to the illness.



Only **DESIGNATED LABORATORY TESTS** can diagnose the virus.

SYMPTOMS OF COVID-19 INCLUDE:



COUGH



FEVER



SHORTNESS OF BREATH

In rare cases, it can lead to severe respiratory problems, kidney failure or death.

THE BEST WAY TO PROTECT YOURSELF



Wash your hands frequently and thoroughly using soap and water for at least 20 seconds. Use alcohol-based hand sanitizer if soap and water aren't available.



Cough or sneeze into a tissue or flexed elbow, then throw the tissue in the trash.



Avoid touching your eyes, nose or mouth with unwashed hands.



Avoid close contact with people who are sick, sneezing or coughing.



Stay home when you are sick.



Clean and disinfect surfaces and objects people frequently touch.



Only wear a face mask if you have respiratory symptoms or are caring for someone with respiratory symptoms.



If you have traveled outside the U.S. in the past 21 days, have a fever, cough or shortness of breath, or had recent contact with someone with fever, cough or shortness of breath, please tell a nurse, doctor or other health care professional as soon as possible. Call before you arrive at the doctor's office or emergency room and tell them about your symptoms.

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