

## General Questions

### **What is a coronavirus and what is COVID-19?**

There are [many types](#) of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 a new disease caused by a new coronavirus that has not previously been seen in humans.

### **How do people become infected and how does it spread?**

Current understanding about how the virus that causes COVID-19 [spreads](#) is largely based on what is known about similar coronaviruses. COVID-19 is a new disease and there is more to learn about how it spreads, the severity of illness it causes, and to what extent it may spread in the United States.

### **What are the symptoms of COVID-19?**

Current [symptoms](#) reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough and difficulty breathing.

### **How can I help protect myself?**

The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19.

- Check the [CDC website](#) for up-to-date information, especially if traveling.
    - The CDC is issuing new travel guidance regularly as developments occur.
    - Visit the [CDC Travel page](#) for all travel-related updates.
  - Practice good health habits. Everyday preventive actions help to prevent the spread of respiratory viruses.
    - Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
    - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60 percent alcohol. Always wash hands with soap and water if hands are visibly dirty.
    - Avoid close contact with people who are sick.
    - Avoid touching your eyes, nose, and mouth.
    - Stay home when you are sick.
    - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
    - Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe. Anthem is working with the Facilities team to increase the cleaning schedule and disinfection practices at all of our geographic locations.
    - Follow CDC's recommendations for using a [facemask](#).
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- Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others.
  - The use of facemasks is also crucial for [health workers](#) and [people who are taking care of someone in close settings](#) such as at home or in a healthcare facility
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### **Are there any prescription drugs that can be used to treat COVID-19?**

- There are several studies underway that are evaluating a variety of drug therapies but, at the present time, there are no prescription drugs that have been approved to treat this virus.
- Information is rapidly developing, we are closely monitoring CDC and WHO guidance for updates on the best treatments.

### **Are there any vaccines available to prevent COVID-19?**

- At the present time, no. Reports indicate there are several vaccines being evaluated but they are still in early stage development and have not been through clinical trials.

## **Mental Health**

### **What mental health issues can arise as a result of COVID-19?**

- Public health emergencies, such as COVID-19 (Coronavirus), can lead to stress, anxiety, inability to focus and more. All are natural responses to dealing with life's day-to-day pressures.

### **If I am feeling anxious about COVID-19, what can I do about it?**

- **Take control of the situation** – implement preventive measures to limit susceptibility to COVID-19, such as washing your hands; not touching your eyes, nose and mouth; and disinfecting your home and work area.
  - **Take care of yourself** - eat nutritious food, exercise, limit alcohol consumption and make sleep a priority. Stay connected with family and friends so that you're not socially isolated.
  - **Stay informed by learning the facts** - the news isn't always accurate. Be sure to get your information from authoritative sources, such as the CDC and the WHO.
  - **Think about the impact you have on others** - be sure to care for yourself and take preventative measures more seriously. Communicating with family and friends about those measures is a form of positively affecting others.
  - **Limit your media exposure to coronavirus news** - today's news cycle is 24 hours, and the exposure can be overwhelming, regardless of the topic.
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- **Let it go** - don't dwell on what may or may not happen regarding COVID-19. Change what you can and let the rest take its course. Refocus your mind and think only about positive things.

**If I need more information are there other resources available?**

- If your stress and anxiety persist in spite of taking the recommended steps, contact your company's Employee Assistance Program (EAP) or your primary care physician who may refer you to a behavioral health specialist. Another option is to call the Substance Abuse and Mental Health Administration's Disaster Distress Helpline at 1-800-985-5990, a 24/7, 365 days-a-year, national hotline that provides immediate crisis counseling. It is toll-free, multilingual and confidential.
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