# PROVIDER ALERT

# What should you do when you identify a CalOptima member who needs testing for Coronavirus Disease 2019 (COVID-19)?

**First,** be aware that this situation continues to evolve rapidly. **Next**, take the following steps when treating CalOptima members who may be infected with COVID-19:

- Immediately report all suspected cases of COVID-19 infection to the Orange County Health Care Agency at 714-834-8180. If reporting after hours, call 714-628-7008.

- Make sure to take a detailed travel history for any member who has a fever and acute respiratory illness.

- Take the time to assess hospitalized members with respiratory illness for a clinical course consistent with COVID-19.

CalOptima providers are encouraged to monitor the Centers for Disease Control and Prevention (CDC) website for recommendations by visiting www.cdc.gov/coronavirus.

**In addition**, all providers are required to submit any relevant information regarding COVID-19 to CalOptima daily. Information reported must include the following elements:

- Number of new positive COVID-19 tests among CalOptima members
- Number of cumulative positive COVID-19 tests among CalOptima members
- Number of new hospital admissions associated with COVID-19 among CalOptima members
- Number of cumulative hospital admissions associated with COVID-19 among CalOptima members
- Other general comments, issues or concerns related to COVID-19

Providers are to submit this information by calling CalOptima Provider Relations at **714-246-8600**.

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