January 31, 2020

**UnitedHealthcare Responds to Novel Coronavirus (2019 nCoV)**

UnitedHealthcare is closely monitoring the Novel Coronavirus – or 2019-nCoV – that originated late last year in central China.

The new virus was officially reported by the World Health Organization on Jan. 9. The virus, which has symptoms similar to a respiratory illness including fever, cough, and shortness of breath – and in some cases can cause death – is being closely monitored by world health officials. So far, cases have been reported across parts of China and several other countries, including a small number of confirmed cases in the United States.

**Following CDC Guidance**

The health and wellbeing of our members is a top priority. In addition, the safety of those who deliver care – physicians, clinicians and nurses – is also a key concern. As with any public health issue, UnitedHealthcare will work with and follow all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), state and local public health departments in supporting our members’ needs.

At present, there is no specific treatment or vaccine for 2019-nCoV and diagnostic testing for the virus is currently conducted only at CDC labs. Supportive care for affected individuals may include hydration, supplemental oxygen or mechanical ventilation for severe illness. Diagnostic testing and supportive care will be covered per the member’s health plan benefits.

**For More Information**

UnitedHealthcare is providing the following resources and tools to help you stay informed:

- We recommend members visit the [CDC website](https://www.cdc.gov) to learn more about the disease, FAQs and the latest CDC guidance and protocols.
- If individuals have additional health related questions, we recommend they contact their Student Health Center, primary care, or Healthiest You telehealth service.
- Members who plan to travel should visit the [U.S. State Department](https://travel.state.gov) website or the [CDC website](https://www.cdc.gov) for additional travel related information and limit non-essential until more is known about the new coronavirus.

Until there are more answers, people are advised to follow good prevention practices, including:

- Frequently wash your hands with soap and water for 20 seconds or use of alcohol-based hand sanitizer if soap and water are not available
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact or sharing cups, eating or writing utensils with others
- Clean and disinfect frequently touched surfaces, including your phone or computer
- Cover your nose and mouth with a tissue when you cough or sneeze then throw the tissue in the trash

Stay home and away from public places if you are sick and call your primary care provider for advice.