



Coronavirus (COVID-19) Information

Updated December 2020

RightCare cares about the health and well-being of all of our members—including you and your family. As we continue to monitor the spread of the coronavirus in Texas, we are committed to keeping you informed.

The U.S. Food and Drug Administration (FDA) recently approved vaccines for COVID-19.

When will vaccines be available?

Vaccines will be released in phases set by the Texas Department of State Health Services, based on guidance from the Centers for Disease Control and Prevention (CDC). At this time, all Texas healthcare organizations that receive an allocation of the COVID vaccine must distribute it based on this guidance.

What will the COVID-19 vaccine cost?

The COVID-19 vaccine will be available to health plan members at zero out-of-pocket cost.

Benefit Updates

Our STAR members will not pay out of pocket for COVID-19 testing, treatment or drugs.

Pharmacy Updates

The Texas State Board of Pharmacy is allowing members to get a 30-day emergency supply of medication (other than a schedule II-controlled substance) in response to the state of disaster declaration for COVID-19.

Members can get a 90-day supply of some prescriptions from their local drug store.

Ways to Slow the Spread of COVID-19

As the number of COVID-19 cases and hospitalizations in Texas rise, we can take three simple actions to slow the spread:

1. Wear a mask to protect yourself and others.
2. Stay at least 6 feet (about 2 arm lengths) from others who don't live with you, and avoid crowds.
3. Wash your hands with soap and water for 20 seconds or use hand sanitizer with at least 60% alcohol.

COVID-19 is not the only virus we need to be mindful of this winter. If you haven't already, it's not too late to get a seasonal flu shot. We cover flu shots for members at **no charge** at in-network pharmacies, walk-in clinics and your doctor's office.

Seek medical care if you feel sick

If you feel sick with fever, cough, or have difficulty breathing and were in close contact

with someone with COVID-19 in the past 14 days, here are your care options:

Option 1: Stay home and visit a doctor virtually

We have teamed up with MDLIVE to provide you with telehealth access to doctors 24/7.

To visit with a doctor by phone or video:

Step 1 – Access MDLIVE

- Log on to the RightCare self-service portal (RightCare.FirstCare.com) and click on the "Virtual Care" option; or
- Download the MDLIVE mobile app (MDLIVE.com/mobileapp); or
- Call 1-800-718-5082

Step 2 – Register

Sign-up takes about 15 minutes.

Step 3 – Find a doctor

You can see a doctor right away or schedule an appointment time that works for you. Note: Due to COVID-19, wait times may be slightly longer than usual.

Step 4 – Start your virtual visit

Speak to a doctor by phone or video. They'll go through your symptoms, recommend a plan of care and can even send a prescription to your nearest drug store if you need one.

Option 2: Find a doctor, clinic or hospital near you at RightCare.swhp.org.

When you schedule your visit, share your concerns about your COVID-19 symptoms or exposure. Your doctor's office, clinic or hospital will have instructions for your visit.

To provide the care you need during COVID-19, some doctors can also do phone calls for medical and behavioral health visits (March 20, 2020 to April 30, 2020). Call your doctor's office to learn more.

Option 3: Emergency care

If you are experiencing a medical emergency, call 911. Notify the operator if you have COVID-19 or need to be seen for COVID-19 symptoms. If available, put on a face mask before the ambulance arrives.

COVID-19 and Opioids: What You Need to Know

COVID-19 is the disease caused by the coronavirus. It attacks the lungs. For most people, the infection is mild. Older adults and those with long-standing medical conditions may be at risk for more severe disease.

People who take opioids may get sicker if they get COVID-19. If you take opioids or medicines that calm or cause sleep, you could be at risk of life threatening or accidental overdose.

For these reasons, it is a good idea to have naloxone on hand. Naloxone reverses the toxic effects of an opioid. It is a safe drug with a low risk of serious side effects. It is used for people taking high doses of opioids for long-term management of chronic pain as well as for those with addiction.

A doctor or pharmacist can show patients, family members, or caregivers how to give naloxone. It can be given as a nasal spray or as an injection. If you or another family member accidentally overdose on your prescription pain medication, naloxone can be given with life-saving results.

Talk to your doctor to see if you should get naloxone.

Contact Us

Following CDC guidelines for COVID-19, for a limited time we do not have in-person customer service. Our Customer Advocates will be happy to help you by phone by calling 1-855-897-4448, Monday to Friday, 8am to 5pm.

Thank you for being a RightCare member. Your health is our top priority as we continue to monitor information about COVID-19.

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RCSWHP 12202 (Dec 2020 Updates)
RCSWHP 3203 (Virtual Care)
RCSWHP 4201 (Opioids)