



UT Health MDAnderson
San Antonio ~~Cancer~~ Center

FUTURE FOCUS

SHARING CANCER CENTER NEWS AS WE CHAMPION HEALTH TOGETHER.



UT HEALTH PHYSICIANS COVID-19 EMERGENCY MEASURES



WATCH VIDEO

AN IMPORTANT MESSAGE from Dr. Rosende and Dr. Leverage to UT Health Physicians and Mays Cancer Center Faculty and Staff.

On Thursday, March 19, San Antonio identified its **first case of community acquired COVID-19** that triggered our next set of emergency measures for our clinical practice. These were approved by the clinical chairs and clinical center directors that same evening. They were also reviewed with UT Health medical directors and practice managers the following day.

What resulted is a new operating plan highlighted in this message which became effective **Monday, March 23**.

These are unprecedented times for our community, the nation, and the world. As San Antonio closes its restaurants, resorts, and many businesses, we continue to balance the need of caring for the sick while seeking to “flatten the curve” and control the coronavirus outbreak.

UT Health San Antonio has already taken the following actions:

- EMERGENCY MEDICINE COLLEAGUES ARE ASSISTING STRAC IN DEVELOPING PUBLIC COVID-19 SCREENING STATIONS.
- OUR SCHOOL OF NURSING HAS SET UP A COVID-19 HOTLINE 210-450-8000 TO ANSWER QUESTIONS FOR UT HEALTH STUDENTS AND EMPLOYEES.
- UT/UHS WILL SOON GO-LIVE WITH THE MOST ADVANCED AND RAPID COVID-19 TESTING CAPABILITY IN THE CITY.
- UT HEALTH IT HAS IMPLEMENTED LIKELY THE MOST ROBUST TELEHEALTH PLATFORM IN SOUTH TEXAS, AND OUR PRIMARY CARE PROVIDERS HAVE STRATEGICALLY USED THIS PLATFORM TO DIVERT RESPIRATORY SYMPTOM PATIENTS AWAY FROM OUR FACILITIES - KEEPING OUR STAFF AND PATIENTS SAFE.

NEWSLETTER

3.26.2020



PARENTING TIPS

Are small playdates ok during COVID-19 OUTBREAK?

Schools across Texas are closed due to the COVID-19 outbreak and parents are trying to keep their kids entertained, but are playdates okay?

Dr. Ruth Berggren, an infectious diseases specialist, says if you're smart and careful about it playdates are fine.

Berggren said limit it to small groups, fewer than ten, including children and parents, and make sure everyone is healthy.

“Don't send your kid to a playgroup if they have a fever or cough. Keep them home,” Berggren said. “But if they're healthy, you ought to get them together and go do something that's productive and fun.”

[Read and listen to the full story.](#)

- HEALTHCARE SUPPLY CHAIN SHORTAGES PLAGUE THE NATION, YET OUR RESEARCHERS ARE MIXING HAND SANITIZER FOR OUR CLINICS AND RESIDENTS HAVE FOUND CREATIVE WAYS TO PRODUCE MASKS.
- MEDICAL STUDENTS ARE REACHING OUT TO HELP ELDERLY PATIENTS CONFIGURE THEIR COMPUTERS AND PHONES TO PROVIDE VIDEO VISITS.
- OUR INFECTIOUS DISEASE COLLEAGUES HAVE TRULY BEEN INDISPENSABLE IN PROVIDING THE ENTIRE COMMUNITY WITH EXPERT GUIDANCE ON THIS PANDEMIC.

[Continue reading here.](#)

YOU ARE OUR FOCUS

A MESSAGE FROM PRESIDENT
WILLIAM HENRICH, MD



In this short video, Dr. Henrich provides some perspective for our UT Health San Antonio students, faculty and staff, as he offers meaningful guidance to stay our best during this unprecedented time.

KSAT 12: SAQ ON-AIR: ANCHORS ASK EXPERTS TO ANSWER YOUR CORONAVIRUS QUESTIONS

During the COVID-19 crisis, KSAT 12 News is interviewing experts like Ruth Berggren, M.D., associate professor of infectious disease and director of the Center for Medical Humanities and Ethics, to separate fact from fiction about the new coronavirus.

In two live interviews, Dr. Berggren answers the following questions:

- Is COVID-19 an "airborne" virus?
- How long does COVID-19 live on surfaces?
- Should I cancel my elective surgery?
- Can COVID-19 be dormant in our bodies and show symptoms later?
- What can I do to help during this pandemic?

[Watch two interviews here.](#)

COVID-19 Key Benefits Details

The University of Texas Office of Employee Benefits (OEB) is closely monitoring activity around the 2019 Novel Coronavirus (COVID-19). We are committed to assisting those who might be affected and helping our members and institutions stay informed about benefits related to COVID-19.

The following key details may be helpful for you and your family should you need care related to COVID-19:

Effective immediately, the UT SELECT and UT CONNECT plans will not require prior authorization and will waive member copayments, coinsurance, and deductibles associated with testing for COVID-19 when medically necessary and consistent with Centers for Disease Control (CDC) guidance.

- With regard to treatment for COVID-19, UT SELECT and UT CONNECT will cover medically necessary services consistent with the terms of each plan, including physician services, hospitalization, and emergency services.

- A primary care physician copayment will apply for medically necessary treatment delivered to a patient who may be quarantined under CDC guidelines in a setting other than inpatient.
- For specific questions about your **UT SELECT** coverage, members should call your Blue Cross and Blue Shield **Health Advocate at 866-882-2034**. For **UT CONNECT**, please contact the **CONNECT customer service team at 888-399-8889**.
- Virtual doctor visits through **MDLIVE** continue to be available with no out-of-pocket costs and can be used when appropriate.
- Any person experiencing illness should contact their doctor or MDLIVE.
- Should members need to access an early refill of prescription medication, they may do so through their UT SELECT and UT CONNECT prescription benefits. Express Scripts, our pharmacy benefit manager, has lifted the "refill too soon"

limitations to accommodate early refills for prescription medications up to a 90-day supply.

- All other UT Benefits programs will continue to operate according to the plan specifications outlined [here](#). This includes dental, vision, Short Term Disability, Long Term Disability, and Life Insurance. For disability and life insurance purposes, COVID-19 will be considered just like any other illness.

OEB and our business partners will continue to work together to ensure business continuity. Our primary goal continues to be that you and your family can rely on your UT Benefits to cover the care you need.

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