Dear Clover Health member,

Clover Health has been closely monitoring the news about the coronavirus (COVID-19). We understand many Americans are anxious about this virus and how it is spread. We want to share important health information about the coronavirus as well as the flu.

Here are some simple steps to reduce the chance of catching respiratory illnesses, including the flu and the coronavirus.

- **Get your flu shot.** This shot is at no cost to all Clover Health members whether you receive it in your doctor's office or at any participating pharmacy in our network. Please note a flu shot will help protect you from the flu and will not protect you from the coronavirus.
- **Wash your hands frequently.** Wash your hands with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available.
- **Avoid touching your eyes, nose, and mouth.** Many respiratory illnesses, like the flu and the coronavirus, can spread this way.
- **Clean frequently touched surfaces and objects daily.** Use regular household detergent and water to keep tables, countertops, light switches, doorknobs, and cabinet handles clean.
- **Avoid close contact with others who are sick.** If you are caring for a sick family member, give them a face mask to wear at home. Avoid sharing personal items like food and drinks with people who are sick, and wash your hands after spending time with them.
- **Avoid overseas travel to countries with widespread transmission of coronavirus.** The updated list of countries can be found on the Centers for Disease Control (CDC) website at www.cdc.gov/coronavirus/2019-ncov/travelers/index.html.

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Healthy people do not need to use a face mask to protect themselves from respiratory illnesses like coronavirus. However, just as with the flu, simple habits can be lifesavers.

If you do not have a primary doctor to help you manage your health needs, please feel free to call us at 1-888-778-1478 (TTY 711) 8 am–8 pm local time, 7 days/week*, so we can help you find one close to you.

All the best,

Mark Spektor
Chief Medical Officer

*Between April 1st and September 30th, alternate technologies (for example, voicemail) will be used on the weekends and holidays.