

AN IMPORTANT MESSAGE FROM THE SoNM MEDICAL CARRIERS



BlueCross BlueShield
of New Mexico



Due to an unanticipated disruption in COVID-19 Polymerase Chain Reaction (PCR) testing supplies, all Presbyterian, University of New Mexico Hospital, and Lovelace Health Systems locations, including drive-thru testing sites, are temporarily discontinuing asymptomatic testing.

All three-health systems will now only conduct testing for patients with COVID-19 symptoms. Each health system will continue to follow inpatient testing protocol and protocols for outpatient surgeries and procedures. Presbyterian will continue to also test those with an exposure to a known COVID-19 infection.

Symptoms meeting the criteria for testing include:

- Fever or chills
- Shortness of breath or difficulty breathing
- New loss of taste or smell
- Congestion or runny nose
- Muscle or body aches
- Nausea or vomiting
- Cough
- Sore throat
- Fatigue
- Headache
- Diarrhea

Presbyterian patients needing a test prior to a surgery or procedure, including expectant mothers scheduled for inductions, can still receive a test.

To ensure timely access to a COVID-19 test for the most vulnerable patients, we encourage community members with no COVID-19 symptoms or known exposure and workers looking for a clearance for their employer to visit the New Mexico Department of Health website for alternative testing locations (<https://cvprovider.nmhealth.org/directory.html>).

If asymptomatic testing for community members resumes at our locations, we will make the public aware. We thank the community for your patience and cooperation during this time.

In times of uncertainty, your habits can ground you. There has never been a better time to upgrade your self-care:

- Reduce sugar intake, eat more whole foods – greens, veggies, lean protein, clean water
- Move your body frequently, enjoy the sun and spring
- Rest more. Keep a consistent sleep and rise time
- Practice physical distancing and social embracing – call the people that matter and those that live alone
- Turn off fear-based media, read a book, or be creative

When feeling restless, get up and move. When feeling overwhelmed, practice a minute of mindfulness or deep breathing. When the world seems uncontrollable, focus on what you can control.

Blue Cross and Blue Shield offers online and telephonic tools such as:

Well onTarget:

- *Self-Management Programs*
- *Interactive: Manage Stress, Nutrition, Sleep, Financially Fit, Blood Pressure*
- *Educational: Preventive Health, Chronic Conditions, Managing Metabolic Syndrome*
- *Mental wellbeing support topics: children stress/depression, elderly stress/depression, Covid-19*
- *Explore Cards – videos, podcasts, articles*
- *Personal Challenges: Resources and information on physical activity, nutrition, relaxation techniques, and financial wellness.*

24/7 Nurse line: Resource for members, especially those not experiencing COVID-19 symptoms, to relieve the burden on the health care system (e.g., ERs, Urgent Care, doctors). Staffed by registered nurses, the 24/7 Nurseline provides answers to general health questions and guides members to their primary care physician, urgent care center, the ER or other care as necessary. There is also an audio library of more than 1,000 health topics. Can be reached by calling the Health Advocate number on the back of your insurance card

In the meantime, please be kind, generous and patient with each other. We'll get through this together.

For up-to-date information on COVID-19, Presbyterian Health Plan and Blue Cross Blue Shield of NM encourage members to visit:

- New Mexico Department of Health: <https://nmhealth.org/about/erd/ideb/ncov/> or <https://cv.nmhealth.org/>
- Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- 855-600-3453 NM Dept. of Health COVID-19 hotline