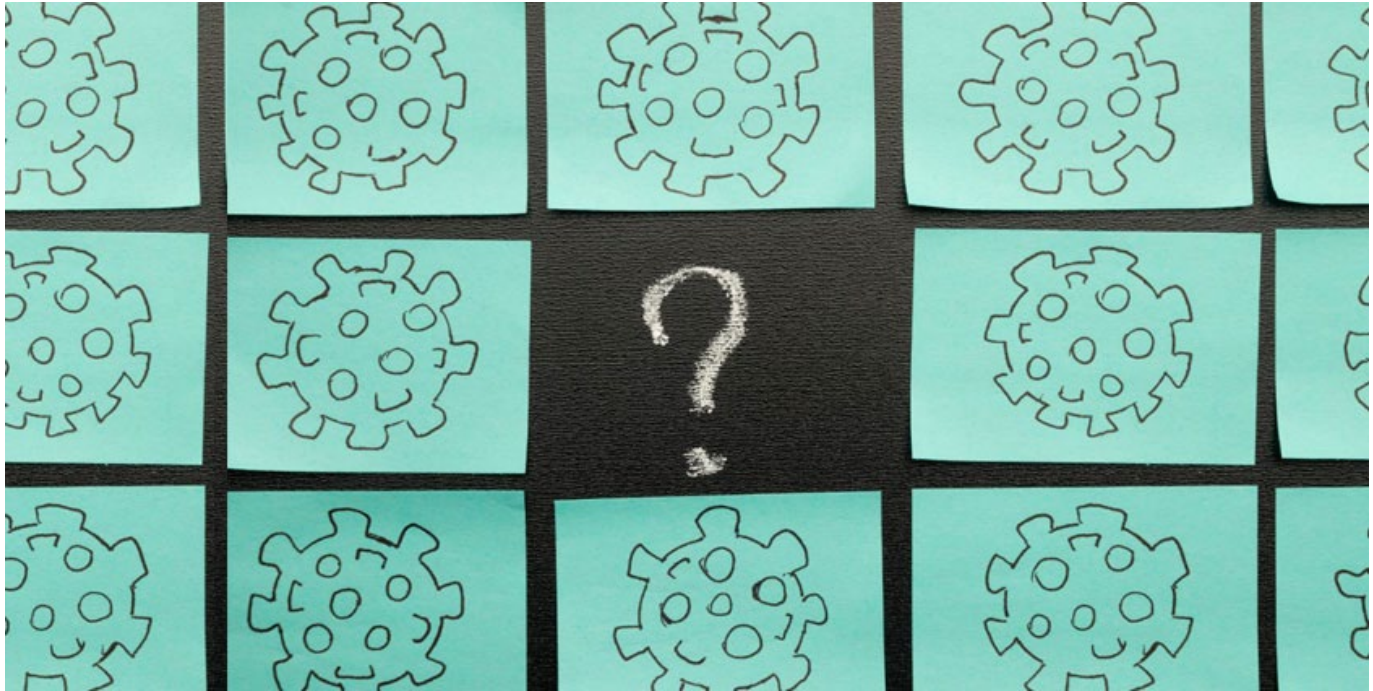


Your Coronavirus Questions Answered

Mar 30, 2020



Even with all the media coverage, we're still not experts on coronavirus (COVID-19). So we asked our medical consultant to answer some commonly asked questions and provide some of the basics to help keep you informed.

Q. I am concerned about getting sick. What are my chances of getting COVID-19?

A. When infectious diseases become widespread, obviously everyone has a chance to become ill. For example, the seasonal flu infected about 10% of the entire U.S. population this year over a six-month period. So those same percentages could also be applied to COVID-19.

However, your chances of getting infected are reduced if you take care of your health – get adequate rest, exercise, and eat a nutritious diet. Also, the spread of infection is decreased by practicing good hygiene, such as handwashing, covering your mouth when coughing or sneezing, avoiding ill people, practicing social distancing with groups of people, and cleaning your household or workspaces with disinfectants.

Q. What are the chances of getting infected from people in the workplace?

A. Situations like sitting in a meeting, passing in the hallway or riding an elevator are considered low risk. They are called "casual contact" which means day-to-day contact with others that last 15 minutes or less. The virus is not known to spread in that manner. You are only at risk if an individual who is sick with the virus coughs directly on you during casual contact or you touch a surface or object that has the virus on it and then touch your mouth, nose or eyes.

Close contact is defined as being within approximately 6 feet of a COVID-19 case for a prolonged period of time. Spreading the virus by close contact can occur from having direct contact with infectious secretions – such as being coughed on – by someone who is ill with COVID-19. To prevent the spread of infection, it's important to practice good hygiene, such as handwashing, covering your mouth when coughing or sneezing, avoiding ill people, practicing social distancing with groups of people, and cleaning your household or workspaces with disinfectants. In addition, any employee who has experienced a fever of 100.4°F or higher, or combination of cough, chills, sore throat, shortness of breath, headache, or other symptoms indicative of COVID-19 within the last 24-48 hours **should stay home**, contact their supervisor or local HR representative, follow up with their primary care physician and complete [Medical Illness Screening Form](#).

Q. What can a company do to reduce the chance of the virus spreading in the workplace?

A. Workstations, schedules and work practices can be modified to reduce spread of illness. For example, people who can work from home should work from home. For jobs that cannot be done at home, the company has put in place social distancing – alternate shifts, alternative reporting locations with smaller groups, reporting directly to job sites, morning meetings are shortened or held outside where people can spread out from each other. In addition, cleaning with a disinfectant can be performed more frequently. FirstEnergy has implemented a number of measures to help prevent the spread of illness in the workplace.

Q. What should you do if you are sick?

A. Any employee who is experiencing symptoms of respiratory illness (fever of 100.4°F or higher or other symptoms indicative of COVID-19) should stay home. Then, contact their supervisor or local Human Resources representative, and follow up with their primary care physician. In addition, the employee must notify the Corporate Health and Safety group by completing and returning the [Medical Illness Screening Form](#). If you have trouble submitting the form, please contact corporatehealthandsafety@firstenergycorp.com or 888-888-9108. Use of the Medical Illness Screening Form expedites the process. A nurse case manager or HR representative will then contact you as soon as possible.

If you have Anthem medical coverage through FirstEnergy but you do not have a primary care physician, contact Anthem to determine where to go for care or even have a virtual doctor's appointment via LiveHealth Online:

Phone: 866-236-4365

Website: www.anthem.com

Mobile app: Sydney



If you do not have Anthem medical coverage through FirstEnergy, contact your health plan.

Visit a doctor 24/7 with LiveHealth Online

Public-health officials have encouraged consumers to use telehealth services, like LiveHealth Online, to receive remote treatment during the COVID-19 pandemic if the condition doesn't warrant more intensive care. You can avoid the waiting room and see a [LiveHealth Online](#) doctor from home using your smartphone or tablet without leaving your couch. This easy, convenient service offers:

- Care for common ailments such as a cold, flu allergies, fever and infections.
- Immediate access to a doctor, 24 hours a day, 365 days a year.
- Secure and private two-way video chats with board-certified doctors.
- Prescriptions sent to your drugstore, if needed.
- Visits are only \$59 and they accumulate toward your Anthem deductible/out-of-pocket maximum through your FirstEnergy medical plan.

Register for an account at livehealthonline.com or download the LiveHealth Online mobile app today.