



Resources for Older Americans

Accessing Healthcare During the Coronavirus Pandemic

Use this checklist to make sure you have everything you need!

	Get your medication in advance to minimize travel.
	Make sure you have an up-to-date emergency contact who lives close by and is able to check in.
	Be wary of scams targeting older Americans during this pandemic.

Q: What has Congress done to increase access to care at home for our seniors?

A: Congress changed the law to allow you to receive Medicare services in your home. The CARES Act gives authority to the Department of Health and Human Services to allow more health care providers to provide telehealth services to people on Medicare.

Q: I live in a nursing or assisted living facility. Can I still get telehealth services?

A: Yes! You can receive care wherever you call home. You can ask your caregivers to help you set up and access a telehealth appointment.

Q: Can I get tested for COVID-19 without leaving my house?

A: Yes, you can! Medicare will pay laboratory technicians to travel to a senior's home to do the procedure for COVID-19 testing. This helps keep you safe by eliminating the need for you to travel to a healthcare facility for a test and risk exposure to yourself or others.

Q: What if I don't have a phone or computer that can do video chats?

You can still get the services you need. Healthcare providers, clinics, and hospitals offer many kinds of appointments and types of care for seniors who have landlines or regular (non-"smart") phones. .

Q: How will seniors get our medications when we need to stay at home to protect our health?

During this emergency, Medicare will let you get up to 90 days of a prescription if your doctor prescribes it, as long as there are no safety concerns. Medicare drug plans will also allow people to fill prescriptions early for refills up to 90 days.

Q: I've heard rumors that there's a shortage of my medicine. What should I do?

You can get up to 90 days of a prescription at a time. Medicare Part D Plans can also relax what are known as "refill-too-soon" restrictions if they think a shortage could make it hard to get your medication. In addition, Part D Plans may also allow seniors to get the maximum extended day supply available under their plan. This will vary by plan and by prescription.

Q: When there is finally a vaccine for the coronavirus, will it be free for Medicare beneficiaries?

A: Yes! The CARES Act made any vaccine for COVID-19 free to people with Medicare Part B or Medicare Advantage who receive the vaccine from an in-network provider.

Have questions that weren't answered in this guide?

Call the Medicare hotline:
(800) MEDICARE

Orange County Department of
Aging: **(800) 510-2020**

Call Congresswoman Katie
Porter's office: **(949) 668-6600**

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