



CENTRAL HEALTH



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## Central Health-funded CommUnityCare Creates COVID-19 Hotline for Uninsured Travis County Residents

(Austin) – Central Health-funded CommUnityCare Health Centers Tuesday launched a hotline staffed with medical professionals to triage uninsured Travis County residents experiencing a coronavirus-like symptoms (COVID-19).

People experiencing COVID-19 symptoms who are uninsured and do not have an established doctor can call the COVID-19 Hotline at 512-978-8775 for guidance. Starting today, medical professionals will answer the phones and triage callers – specifically people who are uninsured – to prevent them from going directly to a clinic, urgent care, or emergency department.

“We are working with our local public health officials and the community to contain the spread of novel coronavirus (SARS-CoV-2) and its associated disease (COVID-19), and we know Travis County residents with no insurance and no doctor need information,” CommUnityCare President & CEO Jaeson Fournier said. “The test for SARS-CoV-2 requires an order from a health provider, and is based on risk criteria. There are many instances where a test is not recommended by the Centers for Disease Control and Prevention (CDC). If you want to find out if a test is recommended for you, please call the hotline. “

For now, the hotline is available 8 a.m. – 5 p.m.

“If demand increases, we will add more capacity,” Fournier said.

The hotline is for people who are uninsured or patients of CommUnityCare who have been in close contact with a person known to have any of the symptoms of COVID-19 or diagnosed with COVID-19. Symptoms of COVID-19 may include a fever, dry cough, and shortness of breath.

### Non-Citizens/Non-Permanent Residents

For non-citizens and non-permanent residents, COVID-19-related testing, treatment or preventive care is not included in the new public charge test. This means COVID-19-related care will not negatively impact your path to citizenship, and is permissible for a government program to pay for the test.

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#### *About Central Health*

*Central Health is the local healthcare district that connects one in seven Travis County residents with low income to quality health care. We work with a network of partners to eliminate health disparities and reach our vision of Travis County becoming a model healthy community.*

#### *About CommUnityCare Health Centers*

CommUnityCare’s vision is to improve the health of the community by increasing access to the best care possible. Today, CommUnityCare provides services at 25 locations in Travis County. Each year, its health centers provide approximately 360,000 medical and dental patient appointments representing more than 98,000 individual patients.