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**MAYOR ADAMS, GOVERNOR HOCHUL ANNOUNCE LAUNCH OF NEW COVID-19
TREATMENT HOTLINE**

888-TREAT-NY Hotline Utilizes NYC Health + Hospitals' Virtual ExpressCare Platform

Proven Treatment Options Available to Effectively Treat COVID-19

Statewide Hotline Will Help Reduce Barriers to COVID-19 Treatment for all Communities

NEW YORK – New York City Mayor Eric Adams and New York Governor Kathy Hochul announced the launch of a new free hotline in New York for those who test positive for COVID-19, but don't have a health care provider, as part of ongoing efforts to keep New Yorkers protected throughout the pandemic. The hotline, 888-TREAT-NY, was launched by the New York State Department of Health after reaching an agreement to utilize the Virtual ExpressCare platform operated by NYC Health + Hospitals.

"Every New Yorker deserves access to quality, accessible health care, regardless of their insurance status," **said Mayor Adams.** "NYC Health + Hospitals' Virtual ExpressCare has helped connect thousands of New Yorkers to COVID-19 resources and I'm proud that, through this partnership with Governor Hochul and Commissioner Bassett, New Yorkers across the state, regardless of whether they have a health care provider, will now have access to critical and lifesaving treatments."

"We've made real progress in our fight against COVID-19, but as new variants continue to spread it's important to continue to adapt and expand our efforts to protect New Yorkers," **said Governor Hochul.** "Our new COVID-19 treatment hotline will provide New Yorkers with better access to early treatments that help prevent severe illness."

"NYC Health + Hospitals is proud to partner with the governor's office and the state Health Department to offer COVID-19 therapeutics to the entire state through our proven Virtual ExpressCare program," **said NYC Health + Hospitals President and CEO Dr. Mitchell Katz.** "Virtual ExpressCare has been a vital part of our strategy to ensure that everyone in New York City has access to the COVID-19 care and treatment they need, and it will bring the same expertise and commitment to all New Yorkers across the state."

"Every New Yorker should have access to the latest COVID-19 therapeutics regardless of whether they have a regular health care provider," said **New York State Department of Health Commissioner Dr. Mary T. Bassett**. "Thanks to the department's agreement with NYC Health + Hospitals, our new COVID-19 treatment hotline at 888-TREAT-NY is another tool to reduce the barriers to treatment and will help ensure traditionally underserved communities have access to the same care as other New Yorkers."

New York City residents, regardless of income or health insurance coverage who test COVID-19 positive, are eligible to be evaluated for treatment by calling 212-COVID-19 or completing an evaluation on the [New York State COVID-19 ExpressCare Therapeutics Access](#) website, which includes a telemedicine visit. New Yorkers outside of New York City should call 888-TREAT-NY (888-873-2869).

The hotline is available 24-hours per day, seven days a week and is operated by experienced Health + Hospitals professionals who have the clinical training to prescribe treatment and referrals, if needed. The ExpressCare platform is a service that allows New Yorkers to receive virtual care from a NYC Health + Hospitals provider.

The telemedicine visit will include a clinical assessment by medical providers who will identify the appropriate COVID-19 treatment plan, which may include a prescription for Paxlovid or Molnupiravir. These [oral antiviral](#) medications have both been proven to decrease hospitalization for those that are at risk for severe disease. When given soon after a positive COVID-19 diagnosis these antivirals also help fight infection and shorten recovery time.

As all treatments require a prescription, those who test positive for COVID-19 should talk to their provider or call 888-TREAT-NY to determine what treatment is best for them. New York State is assigned a weekly allotment of both [Paxlovid](#) and [Molnupiravir](#) from the U.S. Department of Health & Human Services.

Under the agreement, insured patients will pay a co-pay amount based on their plan and the New York State Department of Health will cover the costs of the service for those without health care coverage.

Multiple COVID-19 treatments are available for people ages 12 and older, and can be delivered to New Yorkers' homes for free. For more information on COVID-19 treatments, please call 212-COVID19 and press 9 or visit [DOHMH's COVID-19 treatments website](#).

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