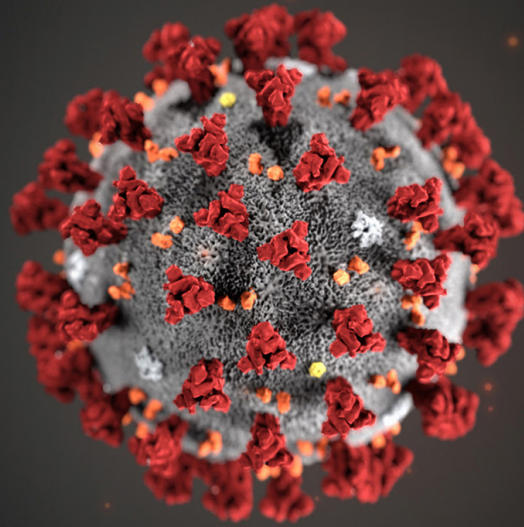


Date: March 9, 2020

EmblemHealth's Preparation for COVID-19



As the COVID-19 situation evolves, EmblemHealth has taken steps to ensure that our business operations will continue and that our members and employees have peace of mind knowing that they will have the support, protection, and access to care they need.

Business Continuity Plan in Place

Business continuity is a priority at all times for EmblemHealth and its family of companies. Business continuity protocols are consistently managed and updated as a normal course of business. This includes, but is not limited to:

- **Disaster recovery plans:** EmblemHealth operates call centers in multiple global locations and has disaster recovery plans in place to ensure that operations can roll over and resume without disruption. These plans are standard and have been deployed for various reasons including technology outages and natural disasters.
- **Consistent monitoring and action:** A command center is in place and an executive team meets daily to monitor global and local outbreak dashboards, government guidelines or policies, and employee and member concerns. Preventive action is taken as the situation evolves.
- **Revised travel and remote work policies:** Stricter travel policies have been issued for all employees, partners, and visitors to our physical locations. If you are visiting our locations, confer with your partner. Remote work protocols are in place should measures need to be taken.

Caring for Our Members

EmblemHealth is committed to easy access to information, benefits, service, and care and is ensuring that care can be accessed during a public health crisis.

- **Benefits and cost-sharing:** Cost-sharing as required by the state for testing, as well in-network cost-sharing for physician's office visits, urgent care visits and emergency room visits associated with testing are being waived. EmblemHealth will not require preauthorization for COVID-19 testing.
- **Telemedicine:** To reduce urgent care and emergency room visits during the outbreak as well as provide peace of mind, members can access their available telemedicine benefit by going to teladoc.com or call **800-TELA-DOC (800-835-2362)**.

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This is a rapidly evolving situation and we are committed to ensuring business continuity and the safety of our members and employees.

- **24/7 Nurse Line:** As always, EmblemHealth's 24-Hour Nurse Line, is available and members can speak with an experienced, licensed nurse anytime. Members can call **877-444-7988** for confidential, one-on-one health counseling and accurate information to help make informed health care decisions.
- **Provider assistance and tools:** Ensuring affordability and keeping costs down is all our responsibility including our providers. We are working closely to ensure our providers have the latest information and tools to help in diagnostic practices and testing protocols.
- **AdvantageCare Physicians access:** ACPNY is prepared to receive people in need of care. Isolation rooms, screening protocols, and direct contact with testing centers, are in place to ensure proper care and the protection of our employees and patients. People should **call** their primary care physician before seeking care at a physical location.

Prescription Drug Delivery and Refill

Access to prescription drugs: EmblemHealth covers 90-day supplies of most medicines for chronic conditions. Members should ask their doctor for a 90-day prescription that can be filled at a local pharmacy or be received by mail or to their door.

- **Mail delivery:** If members are homebound, don't want to go to a pharmacy, or have supplies for less than 90 days, they can enroll in Express Scripts' Home-Delivery pharmacy services.
 - **Online:** Members can sign up through the **myEmblemHealth** member portal.
 - **Phone:** Members can call:
 - **Medicare: 877-866-5828**
 - **Medicaid: 877-866-4165**
 - **All other plans: 877-866-5798**
 - **Fax:** Members can have their doctor fax a prescription to Express Scripts. Doctors should call **800-305-5287** for instructions.
- **At-home delivery in New York City, Long Island, and New Jersey:** Partnership with Medly has been expanded to all members. Medly is a full-service pharmacy that delivers 30-day or 90-day supplies to your door for the same amount it would cost to pick them up. Their pharmacists are available seven days a week to answer questions and work with health care professionals to get approvals for prescriptions.
 - Members can start using Medly today by visiting their website **medlypharmacy.com/emblem**, calling or texting Medly at **800-595-0643**, or downloading their app from the Apple App Store.

Ongoing Member Communication

EmblemHealth has undertaken a massive effort to make sure our members and our communities are kept well-informed. Members have received email updates alerting them of information available, tips to protect against the virus, and new services they have access to during this outbreak. Comprehensive, updated information is available at **emblemhealth.com** based on information coming from the Centers for Disease Control and Prevention (CDC), the New York State Department of Health and the New York City Department of Health and Mental Hygiene.