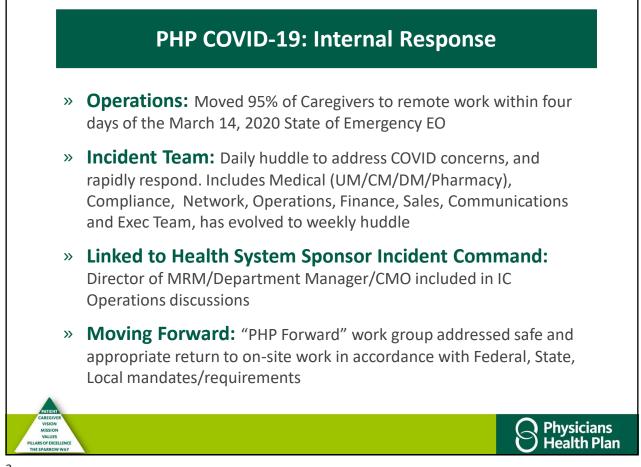


Principles Guiding Health Plan Response

- » Flexibility: Knowledge that the pandemic would progress in unpredictable manner; demand to stay up with best evidence and respond rapidly
- » Collaboration: Imperative to include needs of our provider network, members, employer groups to be effective in our responses
- Responsible Employer: Imperative to be equally mindful of the health, safety, and welfare of our caregivers; need to be a part of the community solution in containing spread of the virus
- Stewardship: Unrelenting need to meet the demands of government and the market as stewards of health care resources, despite / in heightened response to the pandemic





PHP COVID-19: Patient, Group Facing Responses

- » Lowering Cost-Share Barriers: Remove member costs for telehealth, testing and treatment (FDA approved, physician-ordered/supervised)
 - » Includes testing
 - » Vaccine covered with no patient cost
 - » Premium grace periods, rebates
- » Expanding Telehealth: coverage for e visits / virtual visits, including robust provider communications and assistance, including behavioral health
 - » Extended through 6/1/21
- » Streamline Pharmacy Access: Suspended refill "lockout" requirements, enhanced home-delivery options, extended specialty drug authorizations -
 - » Extended through 6/1/21
- » **Communications:** Regular communications to Network, Members, and Employers to promote appropriate access, awareness of available coverage, and strategies for safety.



11159

OFFXC

