

Coronavirus (COVID-19) Update: March 23, 2020

Dear Valued CareMore Provider:

Due to the rapidly-changing COVID-19 situation, we are providing more regular communications to you. This update provides additional information on changes we are implementing to best protect and care for your patients whom we support based on the latest local, state and federal guidelines.

CareMore Care Center Patient Care

- We are shifting appointments to either telephonic or virtual care.
- We are focusing on high-risk patients and patients with significant clinical needs.
- We have canceled all mobile mammography at our local Care Centers at this time.
- Nifty after Fifty Gyms are suspending physical therapy and group exercise sessions at all locations.

CareMore is not conducting COVID-19 testing at our Care Centers. For patients with mild/moderate symptoms, our protocol is to instruct the patient to shelter in place and contact the local public health agency or local labs for testing information. For patients with severe symptoms, we are directing patients to the ER.

Hospital Care

- Many hospitals are cancelling or postponing scheduled elective procedures as they brace for an influx of COVID-19 patients. CareMore Health also **supports** delaying elective procedures to reduce unnecessary exposure of patients to the hospital setting when possible.
 - We will outreach to the surgeon should a patient have an elective procedure we are recommending to delay. Please note that we will not deny services, but help with postponing such procedures until at least 6/1/2020 if appropriate and if agreed upon by the surgeon.
 - We will also reach out to the patient to let them know that we have made the recommendation to their surgeon and that they should reach out to the surgeon for further questions regarding scheduling.
- The final decision as to whether the surgery will be postponed is up to the surgeon who knows the patient's condition best and can better evaluate the risk and benefits of this recommendation. Please contact your local Regional Medical Officer if you have any questions regarding your impacted CareMore Health patients.

Additional Reminders

We are available to patients 24/7 via CareMore Anytime, our patient hot line. Your CareMore patients can connect with a CareMore clinician to help answer health-related questions and get guidance on the best way to get non-emergency care. The number for **CareMore Anytime** is **1-800-589-3148**.

We will continue to monitor the situation daily and keep you updated with any news or changes. You can find updates via the CareMore Provider Portal and by using this URL <https://www.caremore.com/Providers/COVID.aspx>.

Please reach out to your local CareMore Regional Medical Officer if you have any questions. We are available to answer any questions or address any concerns you may have regarding your patients.

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