

Coronavirus (COVID-19) Update: April 13, 2020

Dear Valued CareMore Provider:

As concerns regarding the COVID-19 situation continues to evolve worldwide, CareMore Health remains committed to serving our providers and your patients. As always, we are dedicated to meeting your expectations.

I am reaching out to share important information about CareMore's response to this ongoing situation. Specifically, here are this week's updates regarding our business continuity plan.

CareMore Care Centers and Mobile Care Delivery

- At the end of March, CareMore Care Centers and home-based care transitioned to telephonic and virtual visits.
- Since that time we've delivered over 14,000 telephonic visits and 2,000 virtual visits to patients.
- Over the last two weeks we have worked to define clear triage, PPE, and operations protocols to safely deliver care. We have also defined social distancing and infection control guidelines as outlined by the CDC and other public health authorities.
- As a result, we are now moving into "Phase 1" of our re-opening plan for in-person visits. In phase 1, we will be re-opening in-person visits specifically for a small subset of visit types that cannot be delivered virtually.

Phase 1

- Care that cannot be delivered virtually to transition back to in-person visits at a limited number of CCCs and patient homes starting the week of April 13, 2020.

Care Center Services Include:

- Wound Care
- INR for Anticoagulation Management
- Injectable Medications Management
- **NOTE: We will not be accepting walk-ins to our care centers at this time.** All care center visits will be offered by appointment only to support our social distancing and infection control protocols.

CareMore Care Centers with Limited Services

Market	CareMore Care Center (CCC)	Address	Phone
LAOC	Anaheim	1182 N Euclid St. Anaheim, CA 92801	(714)399-9222
LAOC	Long Beach	4540 E 7th St. Long Beach, CA 90804	(562)344-1150
LAOC	Downey	10000 Lakewood Blvd. Downey CA 90240	(562)862-3684
LAOC	West Covina	301 N. Azusa Ave. West Covina, CA 91791	(626)214-2600
LAOC	Montebello	2444 W. Beverly Blvd. Montebello, CA 90640	(323)201-4130
LAOC	Baldwin Hills/West LA	3711 S. La Brea Ave. Los Angeles, CA 90016	(323)596-4800
Las Vegas	Flamingo	3041 E. Flamingo Rd. #A Las Vegas, NV 89121-7447	(702)436-0835
San Bernardino	Apple Valley	19059 Bear Valley Rd. Apple Valley, CA 92308	(760)515-5000
San Bernardino	Upland	141 W Foothill Blvd. Upland, CA 91786	(909)296-8800
Stanislaus	Modesto	1801 H. St. Suite C-1 Modesto, CA 95354	(209)544-2554
Santa Clara	White	255 N White Rd. #200 San Jose, CA 95127	(408)503-7600
Tucson	Irvington	315 W. Irvington Rd. #101 Tucson, AZ 85706	(520)294-1740
Virginia	Robious	10030 Robious Rd. Richmond, VA 23225	(804)212-3450

- All non-crucial appointments will continue to be scheduled for telephone visit or a virtual visit. Nevertheless, we want to assure you that whether we're with your patients in person, over the phone, or in a virtual visit, we're still connecting with them, hearing their concerns, and will always deliver the care they need and that you expect from CareMore Health.
- As we monitor the progression of COVID-19, CareMore will continue to re-introduce all care center programs and services in a phased approach.
- Also, be assured that all 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 7 days a week, 24 hours a day through CareMore Anytime. The number for **CareMore Anytime is 1-800-589-3148.**

CareMore Extensivists

- Our Extensivists will continue taking care of patients in our network hospitals and SNFs, and will continue to follow the patients' post-discharge plan. We will continue to stay in close contact with you should any of your patients be admitted.

Transitioning Resources to Work from Home

- To keep day-to-day operations running smoothly, and in a time when the majority of states have issued "stay-at-home" orders, CareMore has transitioned the majority of our employees to a work from home



INFO ALERT

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Provider Relations: 888.291.1358

Email: ProviderRelations@caremore.com

model. Specifically, all non-essential staff is 100% working from home. Our operations continue to remain open and will do so until the “stay-at-home” orders are lifted.

Authorizations, Claims and Contracting

- Our processes and turnaround times continue to be business as usual.

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.

***Vivek Garg, MD,
MBA Chief Medical Officer, CareMore Health***