

Coronavirus (COVID-19) Update: March 17, 2020 Dear Valued CareMore Provider:

As a valued CareMore Provider we want to update you on the processes and procedures we are implementing to best protect and care for your patients whom we support. CareMore Health is committed to ensuring patient access to quality services, especially during the COVID-19 public health emergency. With the health and safety of our patients and staff of utmost importance, we are in contact with and closely monitoring the recommendations of our local and Federal public health agencies.

CareMore has established an Executive and Core Taskforce to monitor the situation and coordinate our business continuity plan to ensure response readiness. We are following the most up to date protocols as outlined by the [CDC](#). This includes additional training on our already-rigorous infection prevention & control measures including proper PPE, hand hygiene and cleaning and sanitizing protocols wherever we are providing care to patients.

CareMore is not conducting COVID-19 testing at our care centers. For patients with mild/moderate symptoms, we are asking patients to shelter in place and contact the local public health agency for testing information. For patients with severe symptoms, we are directing patients to the ER.

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.

CareMore will also increase our utilization of Telehealth visits to augment patient access when an in-person care center visit is not necessary or appropriate.

We know the news around the coronavirus has created fear and concern for patients. Here are some [CDC resources](#) you might find helpful on the issue of talking to patient about COVID-19.

- Guidance for High Risk Groups: <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>
- FAQs: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#basics>
- Guidance for Healthcare Professionals: <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

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 on this page.

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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