



COVID-19 Update: Experience Health's Commitment to Your Health and Wellbeing
March 19, 2020

Dear Valued Member,

On behalf of everyone at Experience Health, I want to thank you for trusting us with your health care needs. There are a growing number of cases of COVID-19, or Coronavirus Disease 2019, in North Carolina; Governor Cooper has declared a State of Emergency. It is likely that the virus will continue to spread and we want to make sure you are aware of the steps we are taking to support you during these difficult times.

Your health is our top priority. That is why we are taking the below actions to help you prepare, stay healthy and get the care you need:

1. We are expanding virtual access, which includes "telehealth", virtual check-ins and e-visits to health care providers. Visits to doctors that previously required a face-to-face visit at the doctor's office can be performed virtually. This means that you can have a doctor's visit over the phone or computer.
 - Please call your doctor's office and ask about virtual appointment options. If you are feeling unwell, call ahead before showing up in person. This will help prevent the spread of illness.
 - Rest assured knowing that we will cover telehealth services offered by in-network providers according to your benefit plan.
2. We will waive early medication refill limits so that you can have needed medicines on-hand.
 - You can get a refill of your 30-day supply at your in-network pharmacy earlier than usual.
 - Or, you can ask your doctor to order a 90-day prescription.
 - You can also ask for your prescription to be delivered to your home.
 - State and federal laws regarding prescription refills will still apply.
3. Testing for COVID-19 will not need prior approval. If you believe you need to be tested for COVID-19, call your doctor. Be prepared to answer questions about your symptoms and whether you may have been exposed to the virus.
4. If you need a COVID-19 test, Experience Health will cover the entire cost of the test; you will pay nothing. We will cover the doctor visits to screen for COVID-19 and any required care the same as any other doctor visit or care, based on your health plan. Visits to your Primary Care Provider are always a \$0 copay and Specialty visits are a \$35 copay with Experience Health.
5. If you are diagnosed with the COVID-19 illness, Experience Health will not require prior approval for medically necessary services.

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These five steps took effect on March 6, 2020. They will remain in effect for 30 days and then be re-evaluated. We want to assure you that we will constantly evaluate the most current data and information on COVID-19 and if the above changes need to remain in place, or further actions are needed to protect your health and safety, we will act in your health's best interest.

As information about COVID-19 is changing on a daily, and sometimes even hourly basis, we want to make sure you have access to the latest information and updates from governmental authorities. Below, we have provided links to the Experience Health COVID-19 page, the Centers for Disease Control and the North Carolina Department of Health and Human Services.

experiencehealthnc.com/coronavirus/
www.cdc.com/coronavirus/
www.ncdhhs.gov/coronavirus/

Lastly, we always want to encourage that you call the Experience Health Customer Service line (833-777-7394 (TTY: 711) (8 a.m. to 8 p.m., 7 days a week)) with any questions or concerns you might have. We are here for you.

Thank you for choosing Experience Health and for trusting us with your health.

Sincerely,

A handwritten signature in black ink that reads "Mark Waggoner".

Mark Waggoner
President & Chief Executive Officer
Experience Health, Inc.

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