



A Message from Trusted Health Plan Leadership

In both our personal and professional lives, each of us is increasingly feeling the effects and day-to-day disruptions caused by the novel coronavirus (COVID-19). In rapid progression, the World Health Organization (WHO) declared a pandemic, the United States declared a state of emergency and many state and local governments instituted enhanced community measures. These are substantial actions in response to what we can all agree are troubling and unfamiliar circumstances.

At this critical time, we are working tirelessly to support public health and ensure that our enrollees, employees and community stakeholders have access to the care and resources they need. We continue to closely monitor and assess all available information and are actively coordinating with federal and district health resources to support readiness and response. We are taking appropriate precautions to protect our staff, ensure business continuity and act quickly and decisively in response to emerging community health needs.

Trusted, an affiliate of the CareFirst BlueCross BlueShield family of health plans, will continue to be there for people through both good and challenging times, continuing to fulfill our important role in the community and working to minimize disruption through this pandemic. All our offices will operate with limited external access and undergo enhanced daily cleaning. Also, our Wellness and Resource Centers will remain closed until further notice.

The COVID-19 outbreak is a serious public health threat. It is essential we all contribute to slowing the rate and reducing the number of infections to best safeguard our communities and preserve the available capacity of our healthcare resources. To do so, we must work together to remove barriers that could potentially interfere with people getting the care they need. To date, we have taken the following actions on behalf of our providers and enrollees to support this broad community health effort:

- **Eliminated prior authorization requirements** for medically necessary diagnostic tests and covered services related to COVID-19 diagnosis.
- **Waived early medication refill limits** on maintenance medications.
- **Worked with our pharmacy partners** to provide free delivery of medications and assist with mailing prescriptions.
- **Encouraged the use of 24/7 nurse phone line** to virtually access clinical resources trained in the latest screening and testing referral protocols.



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance

- **Encouraged the use of telemedicine** as we will continue to cover and pay for provider sponsored telemedicine and for telephone-only consultations.
- **Rapidly expanded the scope of our contracted lab partner** to support access to testing as it becomes available.

Our leadership team and experts around the company are organized and remain focused on this pandemic as our top priority. We are committed to understanding and responding to any new developments, anticipating needs and instituting proactive measures. Any and all resources and assistance we can lend to prevention, containment and treatment efforts will be brought to bear.

On a more personal note, we are taking reasonable precautions and have made decisions to appropriately adjust our lives. We are also encouraging friends, family and colleagues to keep in mind that, even if they feel healthy and confident, making reasonable and appropriate adjustments to their personal and professional habits can and will protect others in our community.

These actions will help to ensure that hospitals and doctors can maintain the critical capacity we need to effectively care for those who are at risk and sick. Our company and our families are working hard to do our part, to stay informed and to remain thoughtfully engaged as individuals and as members of a community. We strongly encourage everyone to do the same.

We are monitoring closely as circumstances surrounding this public health threat continue to evolve.

Best,



Brian D. Pieninck
Chairman of the Board, Trusted Health Plans



George M. Aloth
President & CEO, Trusted Health Plans



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance