

UPMC Health Plan's Continuity of Service and Member Support Plan for COVID-19

We recognize the concern and uncertainty you may feel regarding COVID-19. The health and well-being of our members and customers is of paramount importance to us.

We assure you that UPMC Health Plan and all of our affiliates within UPMC Insurance Services have plans in place to support our members and customers throughout this pandemic.

- All essential services will continue uninterrupted. All functional teams conduct annual Business Continuity/Emergency Mode of Operations (EMO) exercises to help us evaluate and refine our go-forward plans on how to maintain operations in the event of any type of business disruption. We are evaluating our preparedness to make any needed adjustments to our EMO plans that may be required by this outbreak. Our **member services, provider services, claims, enrollment, pharmacy, finance, clinical support, IT, and account management teams** have the ability to access UPMC Health Plan's virtual private network (VPN) to work from home as needed.
- We are working with our parent company, UPMC, to ensure that our staff are taking the proper preventive measures to keep themselves and our workplaces safe.
- We have outreached to all of our vendor partners to assess current risk of interruption to critical services they provide and have developed plans to mitigate them. For example, our banking partners for both premium collection and claims payment disbursement have business continuity plans in place, allowing continued collection of premium payments and ongoing capability to pay providers for services submitted on claim forms or electronically. Should our vendor partners communicate to UPMC Health Plan they are unable to meet our current needs due to staffing, government guidance, or other unforeseen circumstances, UPMC Health Plan will outreach to our clients to communicate this.

UPMC Health Plan has removed barriers to care to help our members seek testing and treatment.

- We are waiving all cost-sharing for COVID-19 testing, including for qualified high-deductible plans (QHDP).
- We are waiving all cost-sharing for telehealth visits through UPMC AnywhereCare until June 15, 2020, including for QHDPs.
- We are relaxing early refill limits on maintenance medications until June 15, 2020.
- We are expanding access to our employee assistance program (EAP) so that our members can get the help they need regarding their concerns and how to cope with the many challenges we face every day, especially now.

UPMC Health Plan will continue to monitor this changing situation and we will provide information and education to our members, clients, producers, and providers.