

Message from CEO, Wendy Karsten

We are here to support you during COVID-19

We hope you and your loved ones are staying safe and want you to know that each of you is on our minds as we navigate together through these uncertain times.



We have often spoken about Care N' Care being your healthcare partner, and seldom before has that partnership been more critical. So too, there have been few times in history when exchanging trusted information and communicating with one another has been more important than at the present moment. That is why I am writing to you now.

Care N' Care is committed to making sure that you have access to the healthcare services, information and resources you need throughout the current coronavirus outbreak. Toward that end:

- We now have in place a new section on our website where we encourage you to turn as your one-stop shop for important information as it relates to the coronavirus.
- You also can sign-up for special alerts that will let you know when new information is added to the website.
- As a reminder, there will be no member copays for testing of the coronavirus.
- You are fully covered for any telehealth visits you may have with your provider. While Care N' Care does not have a standard telehealth benefit within any of our plans, if your doctor office provides the service, you will be covered during this health crisis.
- We are recommending that you speak with your doctor to see if any upcoming appointments can be postponed, handled by telehealth, or rescheduled. Many doctors are cancelling non-essential appointments as patients are being asked to avoid travel, when possible, to physicians' offices, clinics, hospitals, dentists or other healthcare facilities where they could risk their own or others' exposure to further illness.
- While our office is closed to visitors (and we request that you do not visit our offices in person), we are still "business as usual." That means that your healthcare concierge remains available to assist with any questions you may have.

During this new and immediate threat, it is particularly important that you continue to take good care of yourself by practicing healthy habits. That means eating right, exercising and taking medications as prescribed. It is also important for you to continue to focus on any chronic medical conditions to prevent them from getting worse.

Please take good care of yourselves, wash your hands frequently and practice social distancing (which I know can be particularly difficult). We will remain in close contact with you as the situation evolves. We are all in this together.

Wendy Karsten

A handwritten signature in black ink, appearing to read 'Wendy Karsten'.

Chief Executive Officer