

Vantage Health Plan, Inc. COVID-19 Member Notices

Notice #1, March 13, 2020:

Vantage Health Plan, Inc. is closely monitoring the spread of the novel coronavirus (COVID-19) and the disease it causes to determine how it could affect our members, employees and the communities that we serve. We will follow the recommendations of the U.S. Centers for Disease Control and Prevention (CDC) and the Centers for Medicare & Medicaid Services regarding COVID-19, including:

1. Vantage will cover medically necessary diagnostic tests related to COVID-19 and will waive member cost share in accordance with CDC and Medicare guidance.
2. Vantage will streamline approvals for any prior authorization requirements for services related to the care of patients with COVID-19 so that these requirements are not a barrier to timely care. In addition, clinical staff will be available to address any inquiries.
3. Vantage will increase access to prescription medications by waiving early medication refill limits on 30-day prescription maintenance medications (consistent with the member's benefit plan) and/or encouraging members to use their 90-day mail order benefit.
4. Vantage has provided notification to news and media outlets regarding the allowances stated above.

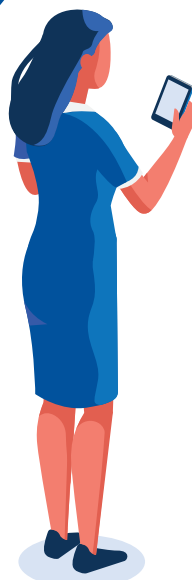
Vantage encourages our members to seek information about coronavirus from trusted health sources like the CDC.

STAY HOME TO STAY HEALTHY!

To help keep you healthy during the COVID-19 outbreak, Vantage is working with your providers to offer telemedicine visits **at no cost share to you**. We have made this commitment to you because we want you to stay home and stay healthy!

So, what is telemedicine?

Telemedicine is the practice of caring for patients by telephone or video chat.



What do I do if I have an appointment with my provider already scheduled?

We have already contacted your provider to encourage the use of telemedicine, so he or she may call you before your appointment to discuss whether telemedicine is right for you. If your provider has not offered a telemedicine visit, then call your provider's office before your appointment to find out whether telemedicine is an option for you.

Here are a few examples of the types of telemedicine services we are covering at NO COST to you right now:

- Consultation with your provider relating to unexplained cough, fever, or shortness of breath
- Routine medical follow-up office visits
- Behavioral health visits
- Consultation with your provider to discuss refills of existing prescriptions
- Physical therapy, occupational therapy, and speech language pathology appointments

Please speak with your provider to find out if telemedicine is an option for you!

If you have any questions, please contact your Vantage Member Service representatives using the number on the back of your ID card. If you cannot locate your ID card, please call us toll-free at (888) 823-1910, and the operator will direct your call to the appropriate party.

