



Like most companies around the world, The Health Plan has been closely monitoring the COVID-19 situation.

The Health Plan is committed to serving our members, while also ensuring the safety and health of our staff and the communities we serve. As such, we are implementing a number of best-practice protocols to protect individuals while guaranteeing business continuity and making certain that no gaps in service or support exist.

- **Remote Work Sites and Safe Environment:** Team members have been set up with remote access, to be implemented as necessary. In addition, we have a sizable number of staff who routinely work from home. All CDC recommendations around sanitation and separation protocols have been implemented.
- **Workload Redistribution:** We are able to handle operational functions in multiple sites giving us the flexibility to quickly distribute workloads to teams at different locations. Many of our employees are cross-trained in other processes and are prepared to act as back-up if needed.
- **Travel Restrictions:** THP has put a moratorium on all employee travel, which will be reevaluated in April. We will continue to conduct business via all other standard mechanisms such as phone, videoconference and email.
- **Data Center Redundancy/IT Support:** We are following our standard protocols around data preservation while maintaining strict HIPAA standards and have the ability to restore data in accordance with our data recovery plan as needed. Our IT help desk provides 24/7 technical support to employees.
- **Network Services:** Our provider claims activities are mostly electronic in nature but for those providers that still mail paper claims, we will have team members available to load these claims. Claims can be processed by staff remotely, if required. Payments to providers will be uninterrupted. For problems and questions that arise, our provider engagement staff is available for any and can be reached through the same channels our providers use now.
- **Payment Integrity:** Claims processing is currently managed by both in-office and work from home staff. In the event that it is necessary, we can very quickly equip and move our current office-based staff to home with limited impact to performance or business continuity.
- **Customer Service:** In-bound calls are currently managed by our office-based customer service representatives. If necessary, we already have strategies in place to shift workloads across other locations or equip and move our office-based staff to handle calls from their home without disruption to any of our members.
- **Underwriting:** Our underwriting team is equipped to work from home if necessary and has access to all necessary data and files to ensure uninterrupted continuity.

- **Staying Connected:** We have a designated Pandemic Team, including medical professionals, who interact with our local health departments as necessary to ensure we have up-to-date information and guidance.

We appreciate your continued support and partnership as we work through this challenging time together. If you have questions, please contact your THP Account Executive or call our Customer Service Department at 1.800.624.6961.

