



June 5, 2020

CountyCare Stands Ready to Support our Members, Provider Partners, and the Community During this Time of Unrest

To our Provider Partners,

The last few days have proven extremely challenging as we watch our communities raise their voices for justice. It's difficult to find the words to fully express the sadness and pain we're all feeling at this time. Unfortunately, we have seen critical safety-net hospitals and healthcare facilities impacted by these actions.

During this time of unrest, we want to reiterate our ongoing support to you, our members, and the community as a whole. As part of our commitment, CountyCare stands ready to help your practice and staff with immediate needs you may have. Some areas of focus are ensuring access to care, volunteerism, maintaining critical pharmacy resources in the community, and practice reinvestment. Together we can rebuild our communities and focus on our mission of wellness and healing as we move forward.

We are working tirelessly to ensure our members are receiving access to critical services and the support they need by:

- Expanding our transportation services to accommodate grocery shopping and medication pick-up
- Enlisting our Pharmacy Benefits Manager Call Center to assist with open pharmacy locations, mail order
- Reaching out to members affected by the unrest who are having difficulties accessing essentials, including pharmaceuticals and food, as well as conducting remote well-being checks
- Sending targeted messages to members about new services they can access during these extraordinary times
- Identifying providers who are doing outreach/telecommunications to leverage our combined efforts
- Coordinating with pharmacies to ensure members have timely access to required medications through convenient options

As always, we are here to support your needs. Thank you for your continued dedication to our members. Please reach out to your Provider Network Representative if we can provide further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read 'James Kiamos', written over a horizontal line.

James Kiamos
Chief Executive Officer
CountyCare Health Plan Services