

March 12, 2020

COVID-19 Update for Providers and Community Partners

In concert with our chief medical staff at CVS Health and Aetna Better Health we have been monitoring the outbreak of the novel Coronavirus, also known as COVID-19. Experts' understanding of COVID-19 continues to evolve, and so too are the public health actions we're taking as a company to help reduce the spread of the virus. As you may have seen, medical experts are encouraging "social distancing" as a way to reduce the number of individuals who become ill. We believe that it is important for us as a health care company to commit to this approach.

As a result, during this time we are evaluating all person to person interaction our employees may have at community events and at provider offices. We are on an ongoing basis determining if these person to person interactions including participation in community events are essential. Wherever possible we are changing in-person communication with telephonic or web-based communications. We appreciate your understanding of this temporary change.

In addition, we are preparing provider communications regarding testing and treatment for COVID-19 for our members as well as relevant coding policy changes that will be communicated to providers on our website at **www.aetnabetterhealth.com/pa** and via email and fax blasts.

If you have any questions regarding the Aetna Better Health response to "COVID-19", please contact your Provider relations rep or Community Outreach rep at 1-866-638-1232.

Helpful Coronavirus Resources

Centers for Disease Control and Prevention - www.CDC.gov

CVS Health - www.cvshealth.com

Aetna Better Health of Pennsylvania - www.aetnabetterhealth.com/pa