

Dear CalCPA Health member:

Please note the following regarding the Covid-19 situation.

1. **CalCPA Health is fully open and operational.** While some of our team are affected by the shelter-in-place orders, a few years ago, we developed a business continuity program for this type of event, and it is currently working as planned. All customer service lines are available to serve your needs:

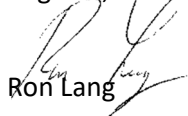
Banyan Administrators CalCPA Health administrators who serve as your health care concierge; coordinating on behalf of member/HR/broker to address administrative, claims or customer service issues.	(877) 480-7923 calcpahealth@calcpahealth.com www.calcpahealth.com
Anthem Blue Cross Dedicated customer service department for all CalCPA Health medical plans (claims and medical management).	(888) 209-7847 www.anthem.com/ca
Express Scripts (PPO/HSA members) Prescription drug claims and customer service for CalCPA Health PPO/HSA plans.	Customer Service: (877) 659-5144 Home Delivery: (866) 297-1013 www.express-scripts.com
IngeniorRx (HMO members) Prescription drug claims and customer service for the CalCPA Health HMO plans.	Customer Services: (833) 261-2465 Home Delivery: (833) 203-1739 www.ingenio-rx.com

2. **Online Doctor Visits - LiveHealth Online Reminder:** Your CalCPA Health plan includes access to LiveHealth Online doctors. The available online services have recently expanded, if you have a medical need that is covered by this program, it may be a good way to obtain medical services during this time. Through June 14, LiveHealth online/video office visits are free of charge. Visit www.livehealthonline.com or the download the app to get registered.
3. **Covid-19 tests:** If you have symptoms and/or believe you were exposed, you should call your doctor for instructions on how to proceed. Our understanding is medical facilities are requesting people not just show up; calling ahead allows your provider to guide you to the appropriate care without risking exposure to others in the waiting room. At this writing, tests are available through a doctor in accordance with current federal guidelines.
4. **Prescription Drugs:** For most on-going prescriptions you can save the trip to the pharmacy (and money) by using the home delivery service. It is typically easy to change a retail Rx over to home delivery with a few clicks on the app or web site.

CalCPA Health is committed to providing your health-care and health insurance needs during these unprecedented times. COVID-19 information is very fluid, timely updates are available at

<https://www.anthem.com/ca/blog/member-news/how-to-protect/>

Regards,



Ron Lang

C.E.O

CalCPA Health