



THE CORONAVIRUS THREAT AND DEACONESS ONECARES' RESPONSE

At Deaconess OneCare Health Plan, nothing is more important than the safety and security of our associates and our members. Toward that end, we've closely monitored the recent coronavirus outbreak and made plans to address the risks posed to our employees and our business partners.

Our administrative partner, SIHO has established a Coronavirus Preparedness Team comprised of leadership from IT, HR, Medical Management, Customer Service and other areas to coordinate our preparation for, and any needed response to, an actual outbreak affecting our communities.

SIHO has also established a mobile workforce plan in the event their office is closed, or travel is restricted. Employers, Brokers, Members, and Providers can also visit <http://www.deaconessonecare.com> for updates specific to the Coronavirus. As always, our customers can continue to view their plan information, claims status, and eligibility via our secure web portal.

What We are Doing for Deaconess OneCare Members

- Deaconess OneCare is waiving copays/coinsurance for the Coronavirus (COVID-19) testing if medically necessary and if in network
- Treatment for the virus would be covered as any other illness.
- Updated information and recommendations will be placed on the Deaconess OneCare website.

Please reach out to your Account Manager with any questions.