



## INTEROFFICE MEMO #3520

To: All Wright & Filippis  
From: Administration  
Re: WF Coronavirus Precautionary Plan of Action

The task force continues to meet daily and we appreciate all the feedback and information you have continued to send us to help keep us updated on what is happening in and around your area. There are hospitals limiting access, patient interactions that we have learned through and state and federal announcements that we continue to monitor as well.

**Yesterday Governor Whitmer clarified in a press release on which establishments were able to remain open for business during the state emergency:** Please continue to exercise CDC recommendations and provide the same excellent level of care that we have always provided.

The following businesses and public establishments are allowed to remain open: office buildings, grocery stores, markets, food pantries, pharmacies, drug stores, **and providers of medical equipment and supplies, health care facilities**, residential care facilities, congregate care facilities, juvenile justice facilities, warehouse and distribution centers, and industrial and manufacturing facilities.

### **BCBSM/BCN are waiving all copays associated with our telehealth services.**

BCBSM will provide no-cost telehealth medical services so patients can use their computers, smartphones, tablets and telephones to consult with physicians from home, without a co-pay through at least April 30. Other steps BCBSM has taken to protect members from COVID-19 are:

- Waiving prior authorizations for diagnostic tests and for covered services that are medically necessary and consistent with CDC guidance if diagnosed with COVID-19.
- Covering the full cost of medically necessary laboratory tests to diagnose COVID-19 infection consistent with CDC guidance.
- Increasing access to prescription medications by waiving early medication refill limits on 30-day prescription maintenance medications (consistent with member's benefit plan) and encouraging members to use 90-day mail-order benefits if available

**Attached is an Emergency Preparedness flow chart to be utilized in the event a formalized shut down is required.** (This document will not be posted on the FirsttoServe website due to Administration's cell phone numbers on it.)



Please continue to follow our procedures daily in terms of cleaning, reporting attendance of absent employees and communicating circumstances that need immediate attention. We are thankful for the wonderful employees we have and your dedication to work through this difficult time.

