

May 19, 2020

Subject: Financial relief for members and employers in response to COVID-19

Update from our communications department: We're offering financial support to our members and employers facing challenges during the COVID-19 pandemic in the form of premium credits and waiving cost share in these ways:

- Medicare Advantage members will have no cost share for in-person and telehealth primary care services May 1, 2020 through Dec. 31, 2020.
- MyPriority Individual plan members will have a 15% premium credit for June and July 2020.
- Small group employers (2-50 employees) will have a 15% premium credit issued in June and July 2020.
- Large, fully funded employers will have the opportunity for premium credits in the fourth quarter, when the total amount of excess funds available can be determined.

Collecting copays from Medicare Advantage members

Because we're waiving cost-sharing for all Medicare Advantage members for in-person and telehealth primary care services from May 1 – Dec. 31, 2020, primary care providers should not collect copays for these services from Medicare Advantage members. Even though providers won't be collecting copays, they'll still receive their full contracted fees.

Thank you so much,

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