

Kaiser Permanente Services Amidst COVID-19 As of 3/15/20

For all Kaiser Permanente plans, cost sharing (deductibles, copayments and coinsurance) will be reduced to zero dollars (\$0.00) for medically necessary screening and testing for COVID-19 including the visit, associated lab testing, and radiology services in a plan hospital, emergency or urgent care setting, or medical office. This cost sharing reduction will apply to all Kaiser Permanente and other plan (participating) providers. If a member is diagnosed with COVID-19, all treatment including but not limited to hospital, transportation and pharmacy services will be covered in accordance with the terms and conditions set forth in the coverage document for the member's health plan.

Our public health and infectious disease experts — working closely with federal, state, and local officials — have implemented a robust monitoring and planning process for coronavirus. Their insights are helping us diagnose and provide care for patients who are being screened for, or are confirmed to have, the virus.

Below is an overview of what we're doing to help ensure our members have the right information and know how to access the right care.

- **Keeping our members informed:** We're keeping our public website updated, posting communications at our medical facilities, and sending informational flyers to our members to help them prepare. These materials include evidence-based best practices for prevention, as well as facts about the virus itself. We're also making sure our members know it's easy to get care and advice through our established telehealth options — including phone, email, and video — without an in-person visit.
- **Ensuring access to care:** Kaiser Permanente has a business continuity plan and pandemic policy in place. We've opened a national command center to prepare our staff and facilities for potentially large numbers of members who may become ill or are concerned they might be ill.
- **Understanding the risk:** At this time, most people in the United States have little immediate risk of exposure to this virus, according to the U.S. Centers for Disease Control and Prevention (CDC). This virus isn't currently spreading widely nationwide. However, it's important to note that current global circumstances suggest it's likely this virus will cause a pandemic. This is a rapidly evolving situation and we'll update our risk assessment as needed.
- **Relying on experts and best practices:** Kaiser Permanente has confronted highly infectious diseases for years, and we're confident we can safely treat patients who've been infected with this virus, with limited risk to other patients, members, and employees. Staff at all our medical centers regularly drill using various

disaster scenarios, including detection of infectious diseases, and have practiced — and are following — CDC protocols to be used with the coronavirus.

- **Partnering with the National Institutes of Health:** The National Institutes of Health has selected the Kaiser Permanente Washington Health Research Institute to launch the first clinical trial of an experimental coronavirus vaccine.

Thank you for being a valued customer. We'll keep you advised of updates as the situation progresses. If you have any questions, visit **kp.org**. We also recommend the Centers for Disease Control and Prevention website at [cdc.gov](https://www.cdc.gov) for the most up-to-date health advisories and global coronavirus information.