



Wednesday, March 18, 2020

Dear Member,

Community Care wants to ensure the health and safety of our members in the wake of the coronavirus, also called COVID-19. We want you to know that we will continue to provide the care you have come to expect and help prevent the spread of the virus.

As a health care organization, Community Care is prepared to protect our members from any infectious disease, including COVID-19.

Community Care made the following changes:

- Community Care staff will limit in-person visits until further notice.
- Community Care staff will only conduct in-person visits that are essential or critical.
- To ensure your health and safety, Community Care staff will conduct regular assessments by phone.
- For non life-threatening medical concerns, call Community Care's 24-hour hotline, (866) 992-6600.
- Community Care staff will not conduct in person visits to residential facilities, unless they are essential or critical. This includes nursing homes, group homes, or assisted living facilities.
- Community Care staff will work with residential providers to ensure all member needs are met.

You can protect yourself by doing the following:

- Wash your hands frequently with soap and water. If you cannot do this, use hand sanitizer.
- Cough into your sleeve or use a tissue.
- Clean surfaces in your home regularly.
- If you have symptoms like a cough, fever and/or shortness of breath, call your primary care provider right away.
- If you have any questions or concerns, please call your care team or (866) 992-6600.

Community Care is working hard to protect the health and safety of all our members and staff. Visit www.communitycareinc.org for more information.

Thank you for your patience and understanding.

Sincerely,

Kenneth Munson,
Chief Executive Officer