



May 14, 2020

Fellow physicians and health care professionals:

Thank you for your care you're delivering every day to communities across the country. While we are not through the COVID-19 crisis, and the way in which we all work will forever be changed, your expert care – as well as state and federal leaders and Americans' actions for social distancing and prevention – have kept our health care system from collapsing. So, thank you.

As of May 15, more than 40 states will have eased restrictions on social distancing, including resuming elective procedures. We have been following events closely and continuing to monitor procedure volumes, and we see that some CarePlus members are returning to their physicians and undergoing the elective surgeries and procedures they postponed at the start of the crisis.

Given that health system capacity is opening up and procedures are increasing steadily, we will begin to resume some of the regular processes that we suspended on April 1, 2020, to support providers with the strain on the health care system posed by COVID-19 at the heart of the crisis. These processes play an important role in facilitating care and managing costs for our members, and now that health systems are slowly resuming their activities, we will slowly resume ours. The first of these is for medical record requests for claim reviews, which we will resume effective May 15, 2020.

- 1. Resuming pre-payment medical record claims review.** As of May 15, CarePlus may begin to request medical records from your organization prior to issuing payment, consistent with our policy in place prior to the April 1 suspension.
- 2. Resuming post-payment medical record claims review.** Since April 1, CarePlus has not requested medical records in connection with our post-payment review process. Our post-payment claims review team will now resume making requests for medical records as required, consistent with our policy in place prior to April 1.

CarePlus leaders will continue to monitor service volumes as well as the progression of the COVID-19 curve and recovery, and will review our policies and procedures as necessary as this crisis evolves.

If you have additional questions about the above actions, please refer to [CarePlus' COVID-19 Provider website](#), contact your designated Provider Services Executive or call our Provider Operations inquiry line at 1-866-220-5448, Monday through Friday from 8:00 a.m. to 5:00 p.m. From all of us at CarePlus, we extend a heartfelt thank you for everything that you do for our members and our country as we confront this crisis together.

Sincerely,

A handwritten signature in black ink, appearing to read "Madeleine Rodriguez-Alonso".

Madeleine Rodriguez-Alonso, MD  
*Regional VP, Health Services*  
*Chief Medical Officer*