



March 6, 2020

Dear Provider,

We are writing to inform you of steps we are taking to prepare for potential unique challenges, related to the developing coronavirus outbreak (also termed COVID-19).

While the coronavirus is a physical health illness, it has significant mental health implications. The uncertainty posed by a public health emergency can cause stress and anxiety among many individuals. Therefore, core to our plan is ensuring that members have access to routine services, as the demand may rise, in addition to emergency behavioral health and substance use treatment.

Beacon is committed to ensuring access to high-quality services, especially during a public health emergency. To that end, Beacon builds on the foundation of the existing all threats business continuity program, to define and implement appropriate mitigation steps for a pandemic event to assure the survival of the critical business processes that support meeting our stakeholder commitments. as follows:

COVID-19 Specific Action Steps and Mitigation Preparation

- Established Executive and Core Teams to coordinate and expedite review, augmentation and mitigation steps specific to COVID-19 response
- Began monitoring, analyzing, and applying COVID-19 related information to inform Beacon's mitigation and response preparation
- Optimizing Work@Home capability
 - Validated IT Infrastructure and Data Security Access surge capacity and resilience
 - Scoping laptops, provisioning, and credentials for on-premises workers being enabled, as needed for surge response
- Prepared pandemic mitigation policy flex to support and reinforce behaviors that help minimize the spread of COVID-19
- Prepared travel and site access controls policy to help minimize COVID-19 spread
- Began increased facility hygiene steps and frequency of cleaning and disinfecting of surfaces
- Adding more alcohol-hand sanitizer dispensers throughout occupied workspaces
- Established a COVID-19 information sharing program for Associates
- Monitoring access to care for our members; collaborating with providers and our national telehealth provider to improve access to telehealth services

A public health crisis highlights the importance of Beacon's mission of helping people live their lives to the fullest potential. Our Business Continuity Plan will ensure that Beacon meets its commitments to members, providers and other stakeholders. A primary focus is that members continue to have access to care when they need it most. As we execute that plan, we will keep you updated. As always, if you have questions, please call your Provider Relations contact.

A handwritten signature in black ink, appearing to read "Russell C. Petrella".

Russell C. Petrella, Ph.D.
Chief Executive Officer

