



Date: 03/23/2020

To: Our Valued Clients:

First off, I just want to thank you for your trust in our company for your credentialing and consulting needs. I want to assure each of our clients that we are committed to providing excellent service throughout this crisis. I also wanted to take a few minutes to share some things we're doing to help with Covid-19 and some changes to our credentialing service as we deal with this pandemic.

As a company, Covid-19 has struck close to home for us as one of our team members was hit with the virus about 10 days ago and is still recovering. Thankfully, most of our staff are located in various states and were already were working remotely but this has caused a few accounts to be moved to different team members. Regardless of where we are located or whether or not we have fallen victim to the virus, all of us have seen our lives affected and upended by this unprecedented situation.

### Changes To Our Current Service:

- We have been spending an inordinate amount on the time on the phones with payers and what used to take 30 minutes to complete is now taking 6-8 hours if not days due to the extreme backlog at payers and the workplace disruption caused by the virus. In many cases, we are waiting on hold for 3-4 hours only to find out that the person handling our account is unavailable or the payer doesn't have access to updated info due to the remote migration.

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- Due to this disruption, as of Monday, March 23<sup>rd</sup>, we are asking that all requests, questions or concerns, be emailed to your account manager. All of our team members have been instructed to restrict communication with clients to email. We will continue to diligently seek the answers you need and provide you with your regular status updates.
- In addition, where you may be used to receiving a response the same day, we will be unable to accommodate this for the next few weeks in most cases and will need 2 business days to get the answers you're seeking. That's not to say that your account manager won't make every effort to respond more quickly, but it's important to understand that a delayed response should not be cause for concern.

### What We're Doing To Help:

- We have been providing telemedicine services for the past 10 years but have bifurcated our business and appointed a director over our telemedicine division. We are providing a 50% discount on all telemedicine credentialing/expansion services and providing free billing guidance to those practices unfamiliar with the telemedicine billing/coding process. IN addition, we are offering all new telemedicine practices with flexible payment terms to ensure they can quickly start providing telemedicine services without facing the burden of an additional expense.
- We have redirected 90% of our website and marketing resources to work with practices that need help with COVID-19 messaging and the implementation of telemedicine services within their website.



- We are researching and coordinating with payers across the country to ensure that all of their providers and members have the latest information regarding telemedicine billing procedures. We will be doing weekly blog posts covering the latest info obtained. **Here is our latest post: [COVID-19 Payer Updates](#)**
- We are limiting new business to ensure we have ample capacity to assist new or expanding practices that are able and committed to helping with this public health crisis.

Finally, I just want to say that we are here to help. If you're looking for answers and not sure where to turn, don't hesitate to reach out as we will always do what we can to help.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Eriksen', written in a cursive style.

Andrew Eriksen | CEO