



DATE: March 24, 2020

TO: University Medical Center (UMC) Associates/El Paso Children's (EPCH) Associates

FROM: Preferred Administrators

SUBJ: Coronavirus Disease 2019 (COVID-19)

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As you know, our city and region continue to navigate this current public health situation and it is going to take all of us, working together, to have the most successful outcome possible. Novel coronavirus (COVID-19) is creating new ways for us to work with our members.

At Preferred Administrators, we are taking the following actions effective March 20 to April 30, 2020 as they relate to COVID-19 services:

- Waive co-payments, co-insurance, and deductibles for COVID-19 testing that is consistent with guidance issued by the Centers for Disease Control and Prevention (CDC).
- Cover Services for telehealth and telemedicine.
- Cover necessary medical equipment, supplies, and services related to COVID-19.
- Waive in-network facility requirements for pre-authorization, referrals, notification of hospital admission, or medical necessity reviews for COVID-19 services consistent with CDC guidance.
- Authorize payment to UMC pharmacies for up to a 90-day supply of any prescription medication for individuals, regardless of when the prescription was filled, if supply in the distribution system permits. Certain drugs in limited supply will be restricted by the pharmacy to permit distribution to the maximum number of patients.
- Preferred Administrators members may call our 24-hour FIRSTCall Medical Advice Infoline at 1-844-549-2826 to speak to professionals regarding health questions.

You should also be aware that University Medical Center of El Paso and El Paso Children's Hospital (along with other El Paso hospitals) have put in place a no-visitor policy. In addition, visiting hours for UMC will end at 1 p.m. This policy reflects our need to keep you and our staff safe from infection of this virus.

El Paso Children's Hospital is limited to one parent/legal guardian at a time.

Our priority is to reduce the transmission risk to anyone currently in our hospitals. Effective immediately, we will no longer permit visitors.

While we understand the importance of having the support of loved ones during a hospital visit or stay, we must prioritize the health and safety of our patients and caregivers during this time. Support persons are encouraged to use alternate ways of communication to stay in contact with loved ones, such as phone calls, video chats or texting.

UMC's clinics continue to be among the best places in El Paso to receive care, from primary care to pharmacy services. UMC's clinics are also included in the new visitation policy. Upon entering UMC or any of its community clinics, authorized visitors are asked a few simple questions related to COVID-19 and then have their temperature checked. We are working hard to ensure anyone carrying the virus does not further spread their illness to others.

UMC's clinics are new, safe and easy to access. Hopefully, you will combine your visit to any UMC clinic with coverage from Preferred Administrators.

For additional information, please call our Member Services Department at 1-877-532-3778. Member Service Representatives are available Monday through Friday from 7 a.m. to 8 p.m., Mountain Time. For more detailed benefit information, you can log in at [www.preferreadmin.net](http://www.preferreadmin.net)