



Dear Valued Member,

The Signature Advantage team is focused on ensuring you have the up-to-date information on how we are addressing the corona virus (COVID-19) outbreak since it was declared a pandemic on March 12th. We are actively monitoring the rapidly changing guidance from the Center for Medicare and Medicaid services, the agency that administers the Medicare program, to address your concerns and questions surrounding how the coronavirus outbreak might impact where and how you access needed healthcare. We want you, our member, to know that we are putting your needs first and commit to keeping our updates current.

Your 2020 Plan benefits remain the same with a few additions included in the attached Frequently Asked Questions that are related to COVID-19. These are designed to ensure continuity of care and access to providers. We assure you that we are taking necessary steps to minimize any disruption in care when you use the plan benefits as you normally would. As a reminder, Signature Advantage included in your 2020 Plan benefits **expanded access to telehealth services** – the ability to use computer enabled video services to “see” a physician and other providers from the comfort and safety of your Signature Advantage nursing home residence.

If you have questions you may contact your local **Member Advocate**, Larry Badgett, 502-641-2582 or the Customer Service team who is available to answer your questions Monday thru Friday from 8am – 8pm local time tollfree at 1-844-214-8633 (TYY 711).

Rest assured that we are here for you during this difficult time. Signature Advantage is working to provide stress free access for your covered healthcare needs.

To your continued health and wellness,

Alicia Kelley, Chief Operating Officer
Signature Advantage, LLC
www.signatureadvantageplan.com

COVID-19 Frequently Asked Questions

1. Will the COVID-19 crisis impact my enrollment in Signature Advantage Plan?

No. Signature Advantage is committed to providing ongoing health care coverage and support to its members and their providers during this time.

2. What if I feel sick and suspect I may be infected with the coronavirus?

Don't panic. Notify your physician or nurse and go over your symptoms. When necessary, your nurse can connect members to a virtual visit with your physician via telephone or video chat to better assess you. Remember you are not alone. We realize this is a worrisome time. Our facilities have counselors and other therapists that are also available to assist you during this time of uncertainty.

3. Will Signature Advantage still have a dedicated Nurse Practitioner assigned to their members

Yes. Every Signature Advantage member will have an assigned Nurse Practitioner per our model of care. The Nurse Practitioner team with assistance of a dedicated Care Navigator will continue to carry out all benefits of the model of care and are available for any needs of the member.

4. Are the caregivers and practitioners working with Signature Advantage members trained in COVID-19?

Yes, your dedicated Signature Advantage Nurse Practitioner team are trained weekly by national leaders with evidence based COVID care protocol partnering with Pulmonary and Infectious Disease Specialist available for consultation.

5. How does the virtual visit work and is this covered by Signature Advantage?

Yes, telehealth services are covered. Supporting our members through this time of uncertainty is important to us. To better support members and their physicians in social distancing and to avoid COVID-19 exposure, Signature Advantage is encouraging members to use telehealth (either through video chat or over the phone) as their first option for care. Your facility's staff will assist in setting this up. All out-of-pocket costs (e.g. copays and coinsurance) will be waived during



this time. This includes routine visits from your primary care or specialty care.

6. Will I be able to get an early refill to ensure I have enough medications?

Yes. Signature is allowing early refills on prescription medications to ensure members have access to medications with no disruptions (e.g. an extra 30- or 90-day supply, as appropriate) during the COVID crisis.

7. Are there medications currently covered that could help treat COVID-19 (e.g., anti-rheumatoid arthritis (RA) drugs, HIV/Malaria drugs)?

Currently, there are no FDA-approved vaccines or medications for the treatment of COVID-19. When FDA-approved vaccines and medications become available, Signature Advantage Plan intends to cover member's cost share (co-pay/coinsurance) amount. Members will be responsible for any non-FDA approved medications prescribed for the treatment of COVID-19.

8. What if I need to be tested or have some other type of screening or services?

Yes, Signature Advantage Plan members are covered for FDA authorized COVID-19 related tests and antibody testing. There is no cost to you. All prior authorization and cost-sharing for FDA authorized COVID-19 laboratory tests, screening and other services approved by Medicare to address the outbreak will be waived.

9. What happens if I need urgent or emergency care and must be admitted to another facility for care.

We will assist as needed in the timely coordination and safe movement to necessary inpatient services (e.g. Hospital, Critical Access Hospital, & Skilled Nursing Facilities), if this occurs. Co-pays and coinsurance costs for emergency and urgent care services associated with COVID-19 will be waived.

10. What if I am taken to an out-of-network facility?

Signature Advantage will also cover medically necessary Medicare Parts A and B services and supplemental Part C plan benefits furnished at non-contracted facilities, inclusive of Hospital, Skilled Nursing Home, Dialysis Centers and Home Care Services as a result of COVID-19.

11. Will all claims that are related to COVID-19 be paid?

Any medically necessary treatment related to COVID-19 would be considered a covered benefit. We are committed to ensuring access to any COVID-19 treatments in accordance to federal and state law.

12. What if I still have questions?

If you have any questions you or your authorized representative can contact your local **Member Advocate, Larry Badgett, 502-641-2582**, or **Signature**



Advantage Member Services Call Center at 844-214-8633, 8am - 8pm 7-days per week October 1 - March 31st; and 8am - 8pm Monday - Friday from April 1 - September 30 to help you with getting the claims resolved accordingly. TTY call 711.