



StayWell Insurance - SW Release No. 04
April 01, 2020, 3:00pm (ChST)

Dear StayWell Health Members,

During this emergency period, StayWell has waived or modified certain Telehealth policy exclusions and requirements by providing coverage for telephone evaluation and management services. Ask your doctor about covered telehealth services.

Emergency Period This program began on March 19, 2020 and will temporarily be in effect until StayWell modifies or terminates it based on regular review of performance and prevailing circumstances.

Emergency Area Providers or Qualified Clinicians Qualified Clinicians are StayWell-credentialed physicians, nurse practitioners, physician assistants and mental health providers in Guam and CNMI only.

StayWell's authorization of early refills of prescription drugs for an additional 30 days is extended to **April 13, 2020**, at retail pharmacies subject to specific guidelines.

We will also continue to monitor the news and updates from Guam & CNMI Public Health, Department of Health (PH), the CDC, and other agencies regarding the novel coronavirus and will adapt our approach accordingly.

For more information and updates, please visit our website at www.staywellguam.com and follow us on social media.