



StayWell Insurance - SW Release No. 03
March 20, 2020, 4:00pm (ChST)

Dear StayWell Health Members,

As your insurance provider, we understand the difficulty our economy and businesses face due to the pandemic. Coronavirus can infect anyone, and we expect those with medical conditions to visit their doctors more than ever.

Everyone is being called upon to do their part during this public health emergency, and StayWell Insurance is responding in ways that would make healthcare easier and more accessible to its members. StayWell will facilitate the continuation of healthcare without face to face provider-patient consultation through a temporary Telehealth program. Telehealth is a standard Plan exclusion, but during this emergency period, StayWell will waive or modify certain Telehealth policy exclusions and requirements by providing coverage for specific telephone evaluation and management services with StayWell credentialed providers in Guam and the CNMI subject to specific guidelines. We encourage you to utilize Telehealth before going to your doctor to ensure you need to be seen during this public health emergency.

In addition, we support our members by allowing early refills on their medications. Currently, members can only refill their medications after they have consumed most of their supplies. From March 18 to April 1, 2020, StayWell authorizes early refills of prescription drugs for an additional 30 days at retail pharmacies subject to specific guidelines.

We trust this arrangement will help alleviate the burden that you are facing at this time. We will continually monitor the news and updates from Guam & CNMI Public Health, Department of Health and Human Services, World Health Organization, 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.