



March 14, 2020

Dear LIFEPlan Member,

LIFEPlan CCO is continuing to monitor the development of the COVID-19 (Coronavirus) situation. We know that LIFEPlan members and their families are concerned, and we want to assure you that during this time, LIFEPlan will continue to support our members. While the situation is fluid, and information is being updated daily, as with all infectious viruses, we have a shared responsibility to keep our community healthy, and this includes our members, our Care Managers and our support staff.

The United States Center for Disease Control and Prevention (CDC) is the best resource for up-to-date information on the COVID-19 status [Click here for CDC Site](#). According to the CDC, if you feel sick, or suspect you have symptoms of the Coronavirus, you should first call your doctor. Your doctor will determine whether you need additional testing and care and, if warranted, will make a specific recommendation on where to go. We are attaching some simple recommendations to help you stay safe.

The CDC has issued guidance on minimizing risk, particularly by using social distancing. In response, we have been working with NYS Department of Health, OPWDD and other CCOs to modify how we provide care management during this time.

Care Managers are being advised:

- **to limit face to face interaction with our members** in order to protect both their health and safety, as well the health and safety of our members. Care Managers will reach out to you so we can work together to determine how to best support you and your family. This is to help prevent the spread of illness in our communities and we appreciate your cooperation.

[Click here for DOH Guidance for CCOs/HHs](#)

- **to conduct all in-person meetings and visits relating to assessments, life plans, monthly/quarterly visits, and other face-to-face contact** via secure videoconferencing, and when video technology is not feasible, teleconferencing or phone call contacts will be provided.

LIFEPlan will continue to work closely with the NYS Office for People with Developmental Disabilities, the NYS Department of Health, as well as the federal, state and local health agencies, and our provider community as this situation develops.

We recognize this is a difficult and challenging time. We encourage you to continue to bring questions and concerns to your care manager's attention. We are working quickly to provide as much information as possible to our LIFEPlan community, and you can expect additional communications and updates on our website at lifeplancony.com/important-updates.

Sincerely,

A handwritten signature in black ink, appearing to read "NICK". The letters are stylized and connected, with a large "N" and "C".

Nick Cappoletti, CEO