

March 16, 2020

Dear Provider Partners:

LIFEPlan CCO NY continues to monitor and assess the evolving COVID-19 (Coronavirus) pandemic. We want to keep our provider partners abreast of the work that we are doing with OPWDD, DOH (Health Home Department) and our CCO partners. LIFEPlan is proactively planning for the care of our members during this difficult period and has adjusted our policies to ensure the safety of our stakeholders.

LIFEPlan CCO's members and employees are living and working within impacted areas of the COVID-19 outbreak. As of this date, there are both State operated and voluntary providers across our catchment area that have put into place quarantines and/or additional protocols putting social distancing practices into place. This includes restricting visitors, including Care Managers, to their programs to reduce exposure and continued spread of this virus. In addition, there are members and families that we support that are requesting no in-person meetings. This directly impacts our Care Managers' ability to provide service delivery under normal operating procedures and regulations, particularly around face-to-face requirements with assessments, Life Plans, monthly and quarterly visits, and other face-to-face supports.

Last week, the CCOs requested flexibility in supporting our members from OPWDD and DOH, specifically using alternatives to in-person visits to reduce the potential for transmission from site to site and home to home. These alternatives include video conferences, teleconferences and telephone calls.

On Friday, OPWDD and DOH indicated that they would waive face-to-face visit requirements for all NYS Health Home providers. This would apply to assessments, Life Plan meetings, and regular visits. Working collaboratively, LIFEPlan along with the other NYS CCOs, Person Centered Services, TriCounty Care, Care Design, ACA, and Southern Tier Connect, adopted a comprehensive policy to minimize in-person meetings until April 3, 2020. This policy will be revisited as we monitor the situation.

Effective March 15, 2020, LIFEPlan will:

- Suspend all in person visits to facilities, hospitals, provider sites and homes in order to minimize the risk of exposure and spread of COVID-19. Meetings will be conducted through secure video conference methods or telephone. Some exceptions may take place with management approval.
- LIFEPlan will limit access to our offices to essential personnel only. All employees who can work from home are being asked to do so effective immediately. Social distancing and screening protocols will be implemented when the offices are used for printing and scanning.
- All in-person meetings coordinated by LIFEPlan Care Managers including Life Plan meetings, IAM Assessments, interdisciplinary team (IDT) meetings and face-to-face meetings will be conducted using secure video or teleconference. Care Managers will be in contact with the individuals we support and the members of the IDT regarding the scheduling and coordination of these meetings. Your staff will be contacted by the Care Manager.
- Care Managers will minimize visits to hospitals or other facilities. LIFEPlan Care Managers will remain in contact regularly via phone or email, including participating in discharge planning meetings. For those individuals residing in certified residential settings, Care Managers will make every effort to coordinate with residential staff around communication efforts with hospitals. This will ensure the provision of efficient, coordinated and quality transitional care.
- If face-to-face visits are necessary, LIFEPlan Care Managers will adhere to CDC recommended screening criteria. LIFEPlan staff who have either been directly exposed or are exhibiting any symptoms are required to self-quarantine and discuss alternative coverage with their supervisors. Members, family members and providers will be notified of any temporary changes as soon as possible.
- Our Care Management team is committed to supporting our Members, their families and our providers during this process. This action is short-term in nature and will be reevaluated at the end of the three-week period working in concert with OPWDD, DOH and the other CCO Health Homes.

In addition to the above action, LIFEPlan is also working on other initiatives to support our members and improve collaboration with our provider partners:

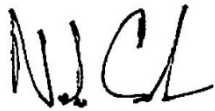
- LIFEPlan is working collaboratively with OPWDD and our CCO partners to develop a comprehensive strategy to support our most vulnerable members during this crisis. Our Care Management, Clinical and Quality leadership are working with their CCO counterparts and OPWDD to identify common criteria to prioritize at-risk individuals and to develop guidance that would be used statewide by care managers to support them. We will share this information with you once it is approved by OPWDD. Care Managers will be reaching out to providers involved in supporting these members once they are identified. OPWDD

has asked us to prioritize members who live in the community and who have higher medical and/or behavioral health needs and minimal natural supports.

- OPWDD and DOH, with the CCOs and Provider Associations, have agreed to have joint conference calls on Mondays, Wednesdays and Fridays to share critical information and coordinate our efforts.
- DOH is conducting daily calls with all Health Homes to keep us abreast of any developments pertaining to the Department.

We recognize this is a difficult and challenging time and we value our partnership with you and your organization. We encourage you to continue to bring questions and concerns regarding our members to our 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 <https://lifeplancony.com/important-updates/>. We are also attaching an updated list of LIFEPlan CCO NY staff for your reference.

Sincerely,

A handwritten signature in black ink, appearing to read "NICK", with a stylized flourish at the end.

Nick Cappoletti, CEO