



A Message from iCare: We Are All in This Together.

March 23, 2020

Valued Provider,

We are all very aware of the difficult times we face in the wake of the spreading of the coronavirus (COVID-19). We also acknowledge the significant strain this outbreak has placed on your business and personal life. We want to take this opportunity to thank you for the care you provide for your patients and offer you our assistance during these trying times. While we are taking all necessary precautions to protect our staff, **rest assured that iCare is open and operational to continue to support you in the following ways:**

- Our Support Services team is ready to answer questions.
- Our Claims Department is operational, and your claims will be processed and paid as usual.
- Our UM Department is operational.
- Our Provider Relations team is ready and able to assist you.
- Our Lab is operational, and eyewear will continue to be fabricated and returned.

Furthermore, we are monitoring the situation on the state and federal levels and will continue to take the necessary measures to continue to serve you, even as new issues develop. In short, we are here for you.

If you need assistance or have questions during this time, we encourage you to reach out to us at providers@myicarehealth.com.

For your convenience, we have also put together a list of resources that may be of value to you and your staff:

Resource Guide for Coronavirus Disease 2019 (COVID-19)

Care Health Solutions has compiled a list of coronavirus resource sites for ocular care professionals. The sites are regularly updated. <https://myicarehealth.com/wp-content/uploads/2020/03/List-of-Coronavirus-and-COVID-Resource-sites.pdf>

Families First Coronavirus Response Act

On March 18, 2020, President Trump signed the Families First Coronavirus Response Act, which provides tax credits for small businesses required to offer paid leave to employees as mandated by the Act. Additionally, if you want to read the Act, it can be found at <https://www.congress.gov/bill/116th-congress/house-bill/6201/text>.

The Secretary of Labor will be preparing a Model Notice that addresses everything in the Act within seven days of it being signed, so by March 25. When we know it has been posted and where, we will share that information with you.