

## Anthem Provides Nationwide Coordinated Response to COVID-19

As part of Anthem's coordinated response, the company has been focused on increasing access and coverage, adapting tools and policies, leveraging its expertise in data and advanced analytics to provide innovative solutions, and delivering outreach and relief to those in need. Details regarding the company's actions include the following:

### Care for our Anthem associates

- Deployed business continuity plans and transitioned nearly all of our associates to work from home while maintaining service operations.
- Expanded associate benefits to provide additional support, including providing up to 80 hours of paid leave, reimbursement of installation and monthly internet service fees for hourly associates, and offering virtual wellbeing resources.
- Ensuring our frontline medical staff are following CDC guidelines and are equipped with the proper equipment and supplies to minimize risk to themselves and patients.

### Care for our consumers, customers, and providers

- Waived all cost-sharing for COVID diagnostic tests as well as treatment.
- Increased access to virtual care and waived cost-sharing for telehealth and phone visits, including those for mental health.
- Relaxed early prescription refill policies for maintenance and specialty medications – proactively encouraging the use of home delivery services ensuring continuous access to necessary medications.

- Developed a *Coronavirus Assessment* tool within our Sydney Care app to help people quickly and safely evaluate symptoms, assess their risk of having COVID-19, and connect directly to a board-certified doctor via text or video. Doctors can recommend treatment options, and if needed, members can locate the nearest testing site using our site locator tool within the Sydney Care app.
- Suspended select prior authorization requirements.
- Recruiting and expediting the onboarding of care providers interested in providing telehealth services to members via Anthem's telehealth service, Live Health Online.
- Providing post-discharge support to Medicare members with complex care needs who may need additional assistance as they transition back home following hospitalization.
- Providing no-cost access to Employee Assistance Program (EAP) informational resources for 90 days to those members who do not already have access.
- Providing resources to support the whole health needs of members, including resources to manage social isolation, job loss, food insecurity and stress.
- Offering enhanced flexibility with regard to premium payments to eligible employer groups.



## Care for our communities

- Committed \$50 million from the Anthem Foundation for COVID-19 response and recovery efforts to help areas of greatest need, including care provider safety, food insecurity, and mental and behavioral health resources.
  - The Anthem Foundation is matching 200 percent of associate donations to certain charities.
  - Launched the Anthem Medical Associate Volunteer Program, allowing associates with professional medical training to take paid leave and volunteer to serve on the frontline in communities in need.
  - Partnering with NYC-based Coalition of Asian-American IPA, an independent practice association with over 1,000 private practice providers, to provide free mobile testing across NYC while increasing access to testing in many other markets across the U.S.
  - CEO contributed two month's salary to Anthem Foundation to support associate emergency relief fund, food banks, and protective equipment for healthcare workers in Indiana.
  - Partnered with ConvenientMD to provide drive-up testing services in Maine and New Hampshire.
  - With our Association of 35 other independent Blue Cross and Blue Shield companies, we have committed nearly \$3 billion to ensure that more than 100 million Americans, along with care providers and hospitals, have access to necessary resources and support.
  - Providing virtual volunteer opportunities, like remote teaching or mailing cards to seniors faced with loneliness, to help associates safely give back to their communities.
  - Provided 20,000 hospital gowns Trinitas Regional Health Center in New Jersey.
  - Contributing \$1 million to the newly created Rapid Response Loan Fund established by the Indianapolis Chamber of Commerce to provide critical funding for the nearly 43 thousand small businesses in Central Indiana.
  - Partnering with X Prize and other industry leaders to form a Global Pandemic Alliance to combat COVID-19 as well as prepare for future pandemics.
  - Engaging with our key industry partners, such as Blue Cross Blue Shield Association and America's Health Insurance Plans, as well as state and federal lawmakers and regulators to help shape and guide policy decisions to support our members, customers, and care providers.
  - Serving on the *Great American Economic Revival Industry Group* led by President Trump designed to bring together business leaders from various industries and geographies to discuss the pragmatic and thoughtful path forward to re-starting the economy.
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