



May 5, 2023

Dear Valued Piedmont Plan Member,

As you may know, the U.S. Public Health Emergency related to COVID-19 ends May 11, 2023. As a result, Piedmont's coverage policies will be as follows, effective May 12, 2023:

- Member costs for MDLive telehealth services will remain unchanged through 12/31/23. Costs for other telehealth service providers may vary.
- COVID-19 vaccinations will be considered preventive care and will be covered when the healthcare professional and facility are in your plan's network. Go to PCHP.net to find healthcare professionals and facilities in your plan's network.
- All other services (including labs and exposure examinations) and products (including home test kits) will return to normal member cost share.

If you have questions or would like support, contact us at 434-947-4463 or at Customer.Service@pchp.net. Our Customer Service Team is standing by and ready to help, Monday through Friday, 8:30 a.m. – 5:00 p.m.

Thank you for allowing us to serve your health insurance needs.

Sincerely,

Piedmont Community Health Plan