



PIEDMONT COMMUNITY HEALTH PLAN, INC.

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**Piedmont Community Health Plan (Piedmont)
to close physical office while remaining open by telephone and email**

Lynchburg, VA (March 17, 2020): As a result of the COVID-19 pandemic, Piedmont will be temporarily shifting to a work-from-home service model starting Wednesday, March 18, 2020. Our physical office will be closed. We will reopen our headquarters once conditions permit.

Like many other employers, we are making this change out of an abundance of caution for the welfare of our employees, supported by strong healthcare provider recommendation.

We take our responsibilities seriously and will provide all services by telephone and email. There will be no access-to-care interruptions. However, we do ask for member and client understanding during these challenging times.

- Piedmont Customer Service and Medical Management will be available by telephone (only) during normal business hours. Our local phone number is 1-434-947-4463. Our toll-free phone number is 1-800-400-7247.
- For group eligibility issues, employers are encouraged to either email to the Piedmont eligibility e-mailbox (pchp.eligibility@pchp.net), contact your broker who can telephone us using existing communication channels, or contact Barb Schlesinger-Nash, Piedmont Director of Client/Provider Relations at 1-434-841-3945.
- Providers can reach us at either 1-434-947-4463 or 1-800-400-7247.
- CVS/Caremark is available for prescription drug benefit questions at 1-800-552-8159.
- ACA Marketplace premiums can be paid at 1-888-518-7597.

Richard Tugman, Piedmont's Chief Executive Officer, stated, "I thank our clients and members for your understanding regarding this change. We fully expect to continue to deliver excellent service to you, and ask that you contact any member of the management team should your requirements not be met. Our contact information is as follows:

- Richard Tugman, Chief Executive Officer: 1-434-238-6720.
- Neil Heller, Chief Marketing Officer: 1-434-485-4060
- Laura Campbell, Director of Medical Management: 1-434-841-0460
- Phil Miller, Director of Sales: 1-434-944-8653

As a reminder, Laura Campbell RN, Piedmont's Director of Medical Management noted, "We suggest that patients seek medical care via primary care or through our telehealth options, such as Centra 24/7, to avoid potential risk of infection by gathering in emergency rooms and urgent care facilities. We also recommend that you should take these steps to help prevent the spread of this illness or other illnesses, including the flu:

- Wash your hands often with soap and water for at least twenty seconds or use an alcohol based hand sanitizer with at least 60% alcohol if soap and water are not readily available,
- Cover your mouth and nose when you cough or sneeze,
- Stay home when you're sick, and
- Call your doctor's office and/or use an approved telehealth option if you think you are ill.

For more information about COVID-19, please visit the Centers for Disease Control and Prevention website. To learn more about Piedmont, please visit: www.pchp.net.

About Piedmont Community Health Plan (Piedmont)

Piedmont, based in Lynchburg Virginia, provides health insurance coverage to more than 25,000 commercial and Exchange members. Piedmont is Central Virginia's only locally owned and operated health insurance provider. It plays an important role in the community by helping to control healthcare costs through regionally based coverage that often is less expensive than competitors, and by providing a competitive advantage to the region's medical service providers. Piedmont is wholly owned by the Centra Healthcare System.