



As the situation around COVID-19 continues to evolve, we understand that you need up-to-date health and safety information to keep your business and your employees well. Kaiser Permanente is committed to providing you with regular information on all that we are doing to prepare and respond to the outbreak of the virus, as well as policy and benefit changes we are making during this unprecedented crisis.

Elimination of cost-sharing related to the Coronavirus

We're eliminating any financial barriers for members to ensure they receive the medically necessary services to detect and treat COVID-19. Effective immediately, **Kaiser Permanente of the Mid-Atlantic States will waive cost sharing for testing, diagnosis, and treatment of COVID-19.** That means we will not bill members a copay, coinsurance, or deductible for services to test, diagnose, and treat COVID-19.

Flexing the leading regional health system*

For weeks, Kaiser Permanente leaders and staff in multiple disciplines have worked on plans for confronting this disease among our members, employees, and physicians. Below are the latest updates about how we're caring for our members, patients, employees, and communities, and leading in the fight against COVID-19.

- **Drive-up testing at 6 locations:** We are offering drive-up testing for Kaiser Permanente members who have a doctor's order for the tests, in accordance with the latest Centers for Disease Control and Prevention guidelines. Our South Baltimore Medical center was the first site to test a drive-up testing procedure last week. We now have drive-up locations in Gaithersburg and Largo in Maryland as well as Woodbridge and Tyson's Corner in Virginia. We will also open an additional testing site at our Capital Hill Medical Center this week.
- **Telehealth:** To treat our members at home if they wish, and to increase the number of patients we can treat, Kaiser Permanente is offering even more video and phone visits to increase member access to care. We've gone from an average of 350 Video Visits last week to 1,150 Video Visits on Monday of this week. And, we have capacity to continue significantly increasing these services for patients for both primary care and specialty care.

These actions will:

- allow people to stay home and still access world-class physicians and care,
 - help to support social distancing and crowd avoidance,
 - ease the shortage of personal protective equipment (PPE)— masks, gowns, and gloves and
 - prevent and slow the dissemination of COVID-19.
- **Postponement of elective surgeries and procedures:** To ensure we have capacity and equipment to care for the potential of more critically ill patients, Kaiser Permanente will be postponing/rescheduling

elective/non-urgent surgeries and procedures for the next few weeks. We have begun contacting members affected by this decision to discuss options for rescheduling and to address their questions.

- **Increased member communications:** We've now released three emails since February 28 to keep our members informed of the latest health and safety information. We developed a [Coronavirus and COVID-19 informational video series](#) and are continuing to keep our website [kp.org](#) updated, posting communications at our medical facilities, and distributing flyers with health and safety tips. These flyers are available in multiple languages. All our materials provide health and safety information and remind members that it's easy to get care and advice through our established telehealth options — including phone, email, and video — without an in-person visit.
- **Vaccine trial underway at Kaiser Permanente:** As several research groups around the world are racing to create a vaccine, the National Institutes of Health (NIH) has selected our research institute in Washington to begin testing an investigational vaccine against the 2019 novel coronavirus. This is the first trial to get underway in the United States. The Kaiser Permanente Washington Health Research Institute has been a Vaccine and Treatment Evaluation Unit since 2007 and is the only one of the nation's 9 units not at a university medical center. To learn more, visit [corona.kpwashingtongresearch.org](#).

Kaiser Permanente's National Expertise and Experience

- **Kaiser Permanente's leadership on a national level:**
 - **Meeting with White House officials:** Last week, our Chairman and CEO Greg Adams met with the White House Coronavirus Task Force in Washington D.C. With the nation's top health care executives, Adams discussed a path forward on eliminating copays for testing and screening with President Donald Trump and Vice President Mike Pence. The task force and CDC also provided guidance on [what every American and community can do now to decrease the spread of the coronavirus](#).
 - **\$1 million contribution to public health organizations:** Kaiser Permanente is contributing \$1 million to 10 leading public health organizations and collaborating with the CDC Foundation to strengthen the United States' public health infrastructure and response systems to stop the spread of COVID-19.
 - **\$1 million to support the homeless:** Kaiser Permanente is providing \$1 million to increase capacity for preventing and treating cases of COVID-19 within the nation's homeless population in a collaboration with the [National Health Care for the Homeless Council](#).

If you'd like to be proactive in sharing information with your workforce, please direct them to our latest updates on [kp.org](#). We also recommend the Centers for Disease Control and Prevention website at [cdc.gov](#) for the most current health advisories and global coronavirus information.

Thank you for being a valued partner. Together, we can work to keep our communities healthy and strong.

Yours in good health,



Mark Ruszczyk

* In the National Committee for Quality Assurance (NCQA) 2019–2020 Health Insurance Plan Ratings, Kaiser Permanente of the Mid-Atlantic States' private health plan is rated 5 out of 5, among the top 1% in the nation, and our Medicare health plan is rated 4.5 out of 5, the highest rating in DC, MD, and VA. The 2019 Commission on Cancer, a program of the American College of Surgeons, granted Three-Year Accreditation with Commendation to the Kaiser Permanente cancer care program. The Mid-Atlantic Permanente Medical Group is the largest medical group in the Washington, DC, and Baltimore areas and exclusively treats Kaiser Permanente members. Permanente doctors are recognized as Top Doctors in Washingtonian magazine (2019), Northern Virginia Magazine (2019), Baltimore magazine (2019), and Washington Consumers' CHECKBOOK magazine (2018). According to NCQA's Quality Compass® 2019, we lead DC, MD, and VA in the following categories: colorectal screening, breast cancer screening, childhood immunizations combo 9, cervical cancer screening, and timeliness of prenatal and postpartum care for women. Quality Compass is a registered trademark of the NCQA.