



e-Alert

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Fallon Health: Important Information Regarding COVID-19

Background

COVID-19 has been declared a global pandemic, and as more and more states issue new guidance regarding the seriousness of this matter and measures to decrease the speed of the spread of COVID-19, Fallon Health has issued some important information for its consumers and members.

Summary

Fallon Health is closely monitoring all developments related to COVID-19 and has taken several steps to ensure that their workforce and members receive all the necessary and appropriate care, in addition to assuring the continuation of business operations. Many of the steps that Fallon Health is taking includes:

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- Actively monitoring information that is coming from the Centers for Disease Control and Prevention (CDC) and from the Mass. Department of Health, and using guidance released to ensure the safety of our employees and members
- Their Pandemic Planning Team has convened and is working together to assess how a larger outbreak could affect customers, members and Fallon employees. The team is monitoring any plans to manage or ease any impacts. This includes remote workforce capacity.
- The Pandemic Planning Team, and Senior Leadership in accordance with Fallon's Business Continuity Plan, will make sure that essential business functions are maintained.
- Fallon Health is removing cost and administrative barriers to ensure that members can obtain all medically necessary and appropriate testing, as well as care for COVID-19. Fallon Health is providing a dedicated phone line (1-877-835-8440) to help answer any questions regarding benefits or other resources available to members. This applies to both fully and self-insured clients.

The safety and well-being of Fallon Health's customers and members is a top priority, consistent with their mission of *making our communities healthy*. Fallon will continue to take any necessary steps to help prevent the spread of this virus, and urges consumers who have any questions to contact their Account Manager.

Employer Next Steps

- Be on the lookout for further communications and ensure that your workforce has all the necessary updates and information
- Stay safe and follow guidance from the CDC and your local state Department of Health
- If you are a Full-Service or Virtual HR client and would like our assistance with updating your policy please [email us](#).

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