



March 17, 2020

Dear Valued Client,

These are uncertain and unprecedented days as we all continue to watch the evolving news about the novel coronavirus (COVID-19) crisis. I wanted to personally let you know that Lucent Health has successfully faced crises before, and we are prepared to meet what challenges lie ahead now.

As of this hour, Lucent Health has fully implemented our strengthened business continuity plan, with specific steps to account for COVID-19 based on guidance from the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC). Here are some details I'd like to share with you:

Our six service centers are running with a reduced staff, with the remainder of our employees operating from a work-from-home status – we are fully staffed.

We are prepared to implement a work-from-home strategy for our entire workforce.

We have suspended all nonessential travel and site visits.

It is my commitment that you will not suffer any service-related issues during this time. We are administering plans and processing claims, uninterrupted. We also have plans in place to ensure no problems arise in the event that we move to a full work-from-home strategy. We are prepared.

When it comes to your members, we are just as ready. Our member-facing care team from Narus Health is as focused as ever on providing personal, compassionate care. We know that information and news about this virus is changing hourly. Our chief medical officer, Dr. Jim Meadows, is ensuring our Narus Health care teams are using guidance from the CDC and WHO to answer questions, alleviate fears and help guide members to appropriate care.

In doing so, this also means preventing unnecessary trips to a healthcare system that needs to be free to respond to those who are in the most urgent need. The Narus Health care team will also be updating analytics based on how the disease is being classified by the CDC and the WHO.

We greatly value our relationship with you, and we are committed to doing anything we can to help you minimize the challenges of COVID-19. As more information becomes available, we will continue to share pertinent information that we know matters and impacts you and your employees.

Wishing you health and safety,



Brett Rodewald  
**PRESIDENT AND CEO**

