



Inter Valley Health Plan

Medicare plans for health. Not for profit.

March 30, 2020

Dear Member,

We know this is an unsettling time and that the COVID-19 virus emergency is impacting everyone's day-to-day activities. All of us at Inter Valley Health Plan want you to know that the health and safety of our members is our first priority.

Here are some things we are doing:

- Our main headquarters in Pomona, California and our Medicare Information & Vitality Centers are open for our members. Social distancing and safety protocols are in place.
- Our Member Care Team & Pharmacy Team are available via phone or email to answer your benefit questions.
- We have waived all cost sharing for members for screening and testing of COVID-19 should your doctor order testing.
- In an effort to promote social distancing, we have postponed all information meetings at our Medicare Information and Vitality Centers.

Something you can do:

- Follow California's "Safer at Home" order and only go out if necessary.
- Practice social distancing by staying at least 6 feet away from others.
- Wash your hands with soap and water for at least 20 seconds.
- Avoid touching your face, nose and eyes.
- Disinfect high touch and common surfaces often.
- Keep up to date with credible sources such as www.coronavirus.gov

Contact us: October 1 – March 31, 7 days a week, 8 am – 8 pm (we are closed Thanksgiving & Christmas day). April 1 – September 30, Monday – Friday, 8 am – 8 pm (we are closed of federal holidays). NOTE: when we are closed you have the option to leave a message. Messages received will be returned within one (1) business day.

Member Care Team: 800-251-8191 (or TTY 711), memberservices@ivhp.com

Pharmacy Care Team: 800-523-3142 (or TTY 711), pharmacyteam@ivhp.com

As we move forward, we will continue to update you on our efforts and plans as they evolve. We understand these are very challenging times for everyone and we will continue to take steps to minimize the impact to our members. More information can be found on our website and social Media pages.

Sincerely,

Mike Nelson, President & CEO

A not-for-profit, Medicare Advantage Organization

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