



Stop-Loss COVID-19 (Coronavirus) FAQ Document

Companion Life Insurance Company is closely monitoring the COVID-19 (coronavirus) outbreak. The safety and well-being of our employees, program partners and clients is our top priority. The company is paying close attention to, and will follow the guidance and protocols issued by, the CDC, CMS, state insurance departments, the FDA and local public health departments for the benefit of its insureds. COVID-19 has proven to be a rapidly evolving challenge. Companion Life will endeavor to inform its clients of COVID-19 updates as they unfold.

A. Are Companion Life employees currently under any travel restrictions?

Due to the risks associated with spreading COVID-19, Companion Life has placed travel restrictions on employees, not allowing any travel through April 30, 2020 (subject to change). The restriction will likely impact previously scheduled face-to-face meetings for the near future. We will work with our program partners to ensure these meetings are accomplished through virtual means.

B. What is Companion Life's Business Continuity Plan?

Companion Life's Business Continuity Plan includes the capability to mobilize a majority of its workforce to a remote model, allowing Companion Life to maintain its service standards with minimal disruption.

C. Are there any anticipated delays for stop-loss reimbursements?

No. Companion Life's stop-loss claim departments are prepared to process stop-loss reimbursement requests as usual without any anticipated delays.

D. Is preauthorization required for COVID-19 testing?

Preauthorization is not required by Companion Life for diagnostic services related to COVID-19 testing.

E. Will telemedicine and virtual office visits related to COVID-19 be covered?

Telemedicine and virtual office visits related to COVID-19 will be covered the same as traditional office visits

F. Will costs associated with COVID-19 be covered under my stop-loss policy?

Cost sharing, copays, coinsurance and deductibles will be waived for COVID-19 diagnostic testing when medically necessary as prescribed by health care providers in coordinating with Federal and State Authorities, consistent with the U.S. Centers for Disease Control and Prevention guidance, and where payment is not satisfied elsewhere by government entities. COVID-19 treatment expenses will be reimbursed under the stop-loss policy as long as the expenses are covered by the underlying plan and meet the provisions of the stop-loss policy.

G. Will Companion Life require fully executed plan amendments to the stop-loss plan (that may include the elimination of member cost sharing) for diagnostic testing and treatment of COVID-19 in order to be covered by stop-loss? Will these plan changes trigger a midyear policy premium rate change or aggregate factor adjustment?

Because the health and well-being of our stop-loss clients' employees are of the utmost concern to Companion Life, we will not require a plan amendment regarding COVID-19 testing or treatment expenses covered by the stop-loss policy. We kindly ask for written clarifications of the intended plan changes. If the stop-loss policy is amended to cover the diagnostic testing for COVID-19, Companion Life could adjust rates and/or factors, but we have elected not to adjust the rates or factors for this benefit change.

H. If COVID-19 causes an unforeseen closure of my business, which impacts the ability of our members to meet eligibility requirements for plan coverage, how will stop-loss reimbursements be handled for those members?

Employees who were actively at work on the day prior to closure due to the COVID-19 outbreak will be eligible through April 30, 2020, at which time we will determine whether to extend the date. Please let us know as soon as possible if such an extension may be needed.

I. If COVID-19 disrupts an employer's ability to pay stop-loss premiums due to an unanticipated event, will there be any flexibility?

Companion Life will work with our clients to provide premium payment flexibility in accordance with the terms of our policy and applicable state insurance department guidance. In the event premium payment flexibility is needed, we ask that you please notify us as soon as possible to discuss payment options that may be available to you.

J. Will requests to add Monthly Aggregate Accommodation to a policy midyear be considered?

Companion Life will consider adding Monthly Aggregate Accommodation, but it will be on a case-by-case basis and it would only be on a go-forward basis.

K. Will costs paid by the plan for early refills of medications, ensuring members are able to maintain a 30-day supply, be reimbursable?

Companion Life will cover the costs paid for early refills of medications through April 30, 2020. Companion Life will continue to monitor COVID-19 and may extend the date.

L. Where can I find additional information related to COVID-19?

Additional information and resources are found through the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) and members can always call the toll-free number on the back of their ID card for further information related to plan provisions.

Please reach out to your Companion Life contact with any additional questions you may have.