

In an effort to update our clients about the impact of Coronavirus Disease (COVID 19), please find information below pertaining to how **Retiree First will be fully operational and working during this pandemic**, precautions to take, and some key points on how Medicare participants can use their healthcare plans for testing if needed.

Retiree First Company Action Plan

We would like all of our clients to know that there will be *no disruption of services* for you or your retired members. Retiree First has contingency plans in place to allow for our team to work remotely, in a safe environment, and still deliver the same services & help you and your members have been accustomed to. All hours and routine work will remain the same during this time or until further notice.

How Medicare healthcare carriers are handling Coronavirus and related charges:

Medicare and Medicare Advantage carriers Humana, Aetna & UnitedHealthcare, will be covering lab tests for COVID-19 with no out-of-pocket costs. Carriers and Medicare have additional information on their designated websites about their COVID 19 response.

Precautions to take:

- Avoid close contact with people who are sick.
- Wash your hands often with soap and water for at least 20 seconds, especially after being out in public, blowing your nose, coughing, or sneezing.
- If soap and water aren't available, use a hand sanitizer that contains at least 60% alcohol.
- To the extent possible, avoid touching high-touch surfaces in public places, like elevator buttons, door handles, handrails, and handshaking with people. Use a tissue or your sleeve to cover your hand or finger if you must touch something.
- Avoid touching your face, nose, and eyes.
- Clean and disinfect your home to remove germs: Practice routine cleaning of frequently touched surfaces—tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks and cell phones.
- Avoid crowds, especially in poorly ventilated spaces. Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded, closed-in settings with little air circulation if there are people in the crowd who are sick.
- The CDC recommends that you defer all cruise ship travel, particularly if you also have underlying health issues.