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Ask David...

Not Goliath

March 16, 2020

Dear Valued Clients,

Overview

ClaimSecure is closely monitoring the coronavirus (COVID-19) pandemic. We have taken numerous steps and we are implementing many unprecedented procedures to manage and respond to the impact of this pandemic on our business, our employees, and our client's businesses.

Our preparations for dealing with the COVID-19 pandemic started well before the outbreak of the virus. ClaimSecure has an established Business Continuity Plan that has been developed and refined over a number of years. We have adapted and enhanced this plan to specifically address the issues that COVID-19 has created. Based on the current situation, ClaimSecure is well positioned to continue to provide contracted services to our clients during this outbreak.

Some Healthcare Providers may choose to, or be mandated to, curtail or even close their business operations over the next several weeks. In addition, many patients may elect to defer non-essential and elective treatments. As an example, Ontario and Quebec dentists have announced that they are postponing all non-urgent appointments for 2 weeks. Other providers may follow suit. In this regard, we are already seeing a slowdown in claims activities, member and provider calls, and claims submissions, as the impact of the virus and public and business restrictions around the virus intensify.

We are closely monitoring the situation as it evolves. We have a dedicated internal team regularly monitoring developments, responding to issues and preparing to make any necessary changes in a responsible manner, and we will continue to make changes to our processes, policies and procedures as required to ensure continuity of services.

Priorities

The health, safety, and well-being of our employees, and the continuation of uninterrupted services to our clients are our top priorities.

ClaimSecure has undertaken the following steps to support its employees, and to ensure continuity of service to our clients.

1) Staff Support and Policies

In preparing for the virus outbreak, ClaimSecure has implemented the following policies to support our employees; to assist them in performing their work; and to minimize the risks to their health:

- a) We have provided and continue to issue numerous internal communications (verbal and written) to all staff members around health and safety guidelines, such as proper hand washing procedures; and appropriate social distancing measures. We are communicating regularly with our employees to ensure they have the necessary facts and tools to deal with this ongoing situation at the workplace, and in their personal lives.

- b) We have instructed employees to diligently follow the prevention recommendations from health authorities, including the World Health Organization, and the Public Health Agency of Canada (PHAC), which is the Government of Canada's lead for COVID-19.
- c) The job functions and responsibilities of certain employees preclude them from working at home. In order to assist and protect these employees, we have developed clear guidelines regarding their work, and we are in the process of obtaining a significant supply of health and safety products including hand sanitizer (in addition to the supplies we routinely keep on hand), gloves, and masks for use by our employees in the workplace. We have also secured a guaranteed additional supply of these products should we require them.
- d) we have stopped all business- related travel; and urged our employees to cancel any non-essential personal travel plans. Self-quarantine requirements have been implemented for all employees that are returning to Canada from all international destinations.
- e) we implemented a revised and enhanced sick pay policy to protect our employees in the event they are ill and unable to work.
- f) we have encouraged employees to work from home if possible, and we have developed an agreement for all employees to execute that covers their responsibilities and obligations when working from home, and our expectations for the same.
- g) we have cancelled all in-person gatherings or events, including visitors to the ClaimSecure offices.

2) Client Support

ClaimSecure has reviewed and tested its corporate infrastructure to ensure that we are able to provide critical support for our clients and for plan members. Our critical systems and applications have been functioning as expected with adequate redundancy.

3) Service Continuity Measures

a) Work from Home

As part of our existing Business Continuity Plan, over the past several years we have acquired and implemented systems and infrastructure that enables our employees to perform key functions from offsite locations, including their homes. These business processes include member and provider call centres; claims processing and adjudication; group administration (setup, adds/changes/deletes); and IT support, systems monitoring; and development.

We are currently transitioning all employees possible to work from home. We have prioritized the transition to work at home based on the following criteria:

- Job function- claims administration, call centre, and group administration are the top priority areas
- employees who have health issues, or childcare needs that require them to be at home.

To date, we have relocated 112 Call Centre and Claims Processing employees to work from home. This represents 60%, of all ClaimSecure Call Centre and Claims Processing staff. For now, the remaining 40% of Claims Processing and Call Centre staff are continuing to perform their job functions in the ClaimSecure Sudbury office.

Our current schedule is to migrate all remaining ClaimSecure employees to work from home (except for those that must be in the office due to job function) by the close of business on Friday, March 20. This will enable us to ensure that our web and network infrastructure is able to handle the potential call and transaction volumes. However, if

travel or “lock down” restrictions are mandated as a result of a government mandate prior to March 20, our plan we intend to relocate all employees to their homes within twelve hours.

We expect that all material customer service activities, including our ongoing client service functions, will continue to operate effectively when our employees are working from home.

b) Employees Remaining in the Office

Certain job functions currently require that employees continue work from the office. These include:

- Mailroom and claims digitizing staff
- Cheque processing for members and providers
- Identification Card production
- Certain clinical functions related to the processing special authorizations and coverage navigation claims

As set out above, we have taken many steps to ensure that these employees remain safe while in the office. It is our intention, for now, to continue to operate these functions by having staff come into their regular work location.

Certain of these “in office” functions will have to be managed and conducted in a different way in the event that travel outside of the home is curtailed by government authorities. We are developing contingency plans to deal with these situations.

In any event, and certainly in the event that travel restrictions are imposed by one or more levels of government, plan members should be encouraged immediately to:

- enroll on our website to receive EFT (i.e. Direct Deposit) payments vs. cheque; and
- submit claims electronically via the ClaimSecure eClaim or PhotoClaim systems instead of mailing the claims forms to us

c) Point of Sale Systems and Claims Transmission Network

There are numerous providers of practice management and “point of sale” systems for healthcare providers. These systems enable a healthcare provider to enter a transaction and a claim into their practice management software. These claims are in turn transmitted from healthcare providers to ClaimSecure for adjudication via the TELUS network.

Unfortunately, we have no ability to control the use of these “point of sale” systems by healthcare providers; or to control the uptime or reliability of the TELUS network. We have been in contact with TELUS to obtain an updated statement of the status of their Business Continuity Plan around their network vis a vis the Covid-19 virus. TELUS has indicated to us that they are preparing a client statement but they are not yet in a position, to release it.

d) Potential Mail Service Shutdown/Interruption

It is reasonable to assume that mail services will be interrupted, or shut down at some point in the future. This will negatively impact plan members, as well as ClaimSecure’s ability to receive and pay paper claims.

Currently 12% of plan members, and 30% of providers have elected to receive payment by cheque instead of Direct Deposit. In the absence of mail service, claims cheques will not get to members or providers. We urge our clients to communicate with plan members/plan sponsors, and to recommend that plan members access the ClaimSecure website and enroll in Direct Deposit for claims payment as soon as possible.

With no mail service, providers who have elected to be paid by cheque may stop accepting pay direct cards and may require members to pay for their products or services immediately at the point of sale. In this instance, we urge members to submit their claims to ClaimSecure electronically via our eClaim system in order to have their

claims paid on a timely basis (note: eClaim claims submission requires a member to enroll in EFT); or via our PhotoClaim system.

e) Out of Country/Travel Benefits

If clients or plan members have Out of Country benefit coverage, we suggest that they contact their provider via the phone number or the website located on their Out of Country travel card for additional information and guidance.

f) Communications

We will keep clients updated on important business developments promptly as they occur, particularly if these items could have a material impact on the delivery of our services. In addition, we will post links to our messaging to clients and plan members (if appropriate) on our website.

We are also in the process of finalizing communications to healthcare providers (pharmacies, dentists, EHC providers) advising them that ClaimSecure is continuing to operate as usual, and that normal claims submission protocols can and should continue to be employed.

We understand that employers and plan sponsors will face increasing financial pressures in the weeks ahead. Our business is no different, and we that clients keep their ClaimSecure accounts current, and to pay invoices as they come due. This will help ensure that we have funds on hand to pay providers and members for valid claims as they are processed and approved for payment.

Next Steps

As we manage the significant uncertainty created by the rapidly changing situation related to COVID-19, we want to assure you that we are actively monitoring the situation and working to minimize risks, address new developments and challenges, and to ensure that we maintain our services to our valued clients.

As always, we value your ongoing support. If you require additional information, please don't hesitate to reach out to your ClaimSecure Account Manager.

Yours very truly,



Peter Craig
Chief Executive Officer