



Re: COVID-19 Provider Communication and Request for Updated Office Hours

Dear Provider:

The coronavirus (COVID-19) global pandemic is affecting every aspect of life. With our parent company, The Guardian Life Insurance Company of America, we are working to understand how to keep our members and employees safe during this time of crisis. We are leaning on guidance from the World Health Association, the Centers for Disease Control & Prevention (CDC), state health authorities, and national professional associations, and we invite you to do the same.

As many healthcare professionals and organizations are making decisions to keep their offices open and/or adjusting their business hours, we recommend that you follow the direction of your state officials and/or industry leaders regarding your hours of operation.

In order to better assist our members, we would like to know your plans for treating patients at this time. Please log into your provider portal at www.premierlife.com, click on "PROVIDER INFO," then click on "Update Office" and ensure that your office hours are correct. Also, please indicate in the "Other" section (in the office information section) whether your office is temporarily closed, open for emergencies, or remaining open.

Your response will help us update our online Provider Directory with real-time information.

We know that emergency departments across the country are overwhelmed with people seeking care for COVID-19 and related concerns. We have a small part to play in relieving this congestion by taking care of unrelated ancillary benefit emergencies and urgent care needs outside of emergency rooms.

Below are some additional resources for your convenience

- <https://www.cdc.gov/coronavirus/>
- <https://ada.org/en/>
- <https://aoa.org/coronavirus>
- <https://www.aao.org/headline/alert-important-coronavirus-context>
- <https://www.audiology.org/covid-19-and-clinical-recommendations-0>

Thank you for working with us to ensure the safety of your business and our members.

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