

March 2020

BHS Coronavirus (COVID-19) Monitoring and Continuity of Service

COVID-19 concerns are currently a top priority for all of us. We want you to know that Behavioral Health Systems (BHS) is closely monitoring this issue, and that we remain committed to delivering the highest level of service, expertise and responsiveness to meet the needs of our clients, members and providers. Our company has been proactively taking measures to ensure the well-being of our valued clients, employees and the extended community, including the following:

- We have a Business Continuity Committee which is monitoring the evolving situation on behalf of BHS' clients, members, providers and staff;
- We have implemented coverage of outpatient telepsych services for all members, over an initial 2-month period, and will extend this timeline as indicated by this public health crisis;
- We are continuing to provide crisis intervention/crisis response services as needed, with additional health and safety precautions;
- We have either postponed scheduled client meetings, or will be conducting them on a virtual basis;
- We have limited non-essential visitors to our office.

The non-disruption of member and client services, and the welfare of our BHS team are our top priorities. Subject to ever-changing federal and state regulatory guidelines and safety measures, it is our intention to keep our office staffed and open. In the event the office was forced to physically close, BHS' investments in technology will allow our company's continued operation and uninterrupted service to our clients and members, while maintaining security of patient records, access to email and phone communications, and other ancillary business operations.

Over the past several weeks and especially more recently, our Clinical team has been leveraging their decades of experience to answer member and client questions related to the coronavirus and the impact that it may have on member's wellbeing, benefits, privacy concerns and much more. We also are providing communications about mental health issues related to the virus with takeaways on health, wellness, safety and tips on coping with anxiety during these times.

We greatly appreciate the confidence and trust that you have placed in BHS and we look forward to continuing to serve you and your members. Our thoughts are with you in these challenging times. Kindly contact any one of the BHS team if you have questions.

Warmest regards,

Deborah L. Stephens
Founder, Chairman & CEO
Behavioral Health Systems, Inc.