



COVID-19 Update – 03.31.2020

Service Updates:

- ✓ **Paramedical Exams** – Operational (Mobile Coverage is limited, In-clinic exams option is available)
- ✓ **Attending Physician Statements (Medical Record Retrievals)** – Operational (limited in affected areas where medical clinics are closed)
- ✓ **Teleunderwriting** – Operational and In-demand

Operational Update:

- ✓ Call Center staff working remotely
- ✓ All Call Center Operations are fully functional for all departments
- ✓ Sales teams are working remotely
- ✓ Field Examiner coverage is limited due 'shelter in place' lockdown (see list below of affected areas)
- ✓ IT Staff is fully available

State/Region	Mobile Exams Performed	In-Clinic Option Available
Alabama	Yes	Yes
Arizona	Yes	Yes
California	Yes - Very limited	Yes - Very limited
Washington DC	No	Yes
Florida	Yes	No
Geogia	Yes	Yes
Hawaii	Yes	Yes
Illinois	Yes	Yes
Kansas	Yes	Yes
Louisana	Yes	Yes
Massachusetts	No	No
Maryland	Yes	Yes
Michigan	Yes	Yes
Mississippi	Yes	Yes
North Carolina	Yes	Yes
Nebraska	Yes	Yes
New Jersey	Yes - Very limited	Yes
New Mexico	Yes	Yes
Nevada	Yes	Yes
New York	No	No
Ohio	Yes	Yes
Pennsylvania	Yes	Yes
Puerto Rico	No	No
South Carolina	Yes	Yes
Texas	Yes	Yes
Virginia	Yes	Yes
Wisconsin	No	Yes
Washington	Yes	Yes



Safety Measures Taken:

- ✓ PPE Gear provided to field examiners (Face Masks, Face Shields, Gowns, Hand Sanitizers)
- ✓ Updated Applicant Scheduling Script to ensure examiners are completing exams where both parties do not have COVID symptoms nor either party has traveled outside the United States within the last 30 days
- ✓ Entire office was shut down immediately during a full wipe down of each workstation
- ✓ Enforced immediate best workplace safety guidelines for all employees and field examiners
- ✓ Travel restriction put on all company employee travel
- ✓ All employees returning from traveling abroad to come back to the office prior to closure
- ✓ Pandemic Risk Plan was created by compliance to assure employee safety has been given top priority

Applicant Scheduling Scripts:

All applicants will be requested to answer the following questions to prevent the spread of the virus and may have a one-month delay in their scheduling process. Here are the conditions under which applicants may face further scheduling delays if they answer 'yes' to any of the following:

1. IMS will not collect any specimen for such applicants currently undergoing any COVID-19 symptoms (Flu-like symptoms, Fever-like symptoms, and respiratory distress) or COVID-19 positive result.
2. If the applicant has traveled within the last 14 days outside the country to any restricted areas of travel, close in contact with an individual that has tested for COVID-19 positive.

Examiner Field Protocol:

In light of the COVID-19 outbreak, IMS has taken additional measures to bolster your safety. In addition to our standard rigorous safety protocols in place and the current Centers for Disease Control and Prevention (CDC) guidelines for COVID-19 we are taking additional mandatory precautions effective March 16, 2020 with these personal protective equipment (PPE) reminders and updates. Minimum PPE is as follows:

- ✓ Examiners are required to wear gloves.
- ✓ Examiners are required to wear long sleeves, closed-toe shoes and scrubs when possible.
- ✓ All examiners will be required to wear facial protection that protects eyes, nose and mouth (face guards/shields not N95 masks).
- ✓ Please DO NOT ORDER N95 masks. We do not want to interfere with essential medical personnel supply needs.

These updates are mandatory for any exam completion beginning March 16, 2020. We are also working with our affiliate in-clinic partners to help them comply with the same processes. Again, all exams scheduled without proper PPE in place need to be rescheduled.