

Dear PrimeCare Community,

As COVID-19 (coronavirus) continues to impact our community, I want to personally update you on the protective actions we're taking. For us, there is no higher priority than the health of our staff, members, clients and providers.

PrimeCare Benefits (PCB) is implementing temporary measures to keep employees, members and their families safe from COVID-19 (coronavirus). In an effort to maintain high quality service, we have instructed our staff work from home, if possible, effective Thursday, March 19, 2020 until further notice. PCB will still be fully staffed and will maintain normal office hours from 8 A.M. - 5:30 P.M. Please rest assured knowing that there will be no disruptions to our call center for members, providers and clients due to this change. All telephone calls will continue to be answered, as well as emails and faxes received.

In an effort to protect our community, effective immediately, PrimeCare will not allow any visitors to our office. We understand that this may be inconvenient, but believe it is in the best interest of all to keep in-person interactions to a minimum.

Walk-In Service for members and providers will remain closed until further notice. We will not receive hand delivered claims from provider offices. Provider checks will not be available for on-site pick up. Checks will be mailed to addresses on file.

We will continue to work with and follow all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), state and local public health departments as the situation continues to evolve.

At PrimeCare Benefits, we value our relationship and sincerely hope this situation has minimal impact on you, your family and your business.

Sincerely,

Fred L. Horowitz, DMD
President