



July 24, 2020

To Our Valued Clients and Partners,

We transitioned this month from providing a stand-alone COVID-19 update email distribution to providing our COVID-19 update as part of our broader monthly newsletter content and distribution. We are sharing here an expanded version of the COVID-19 update section of our new monthly newsletter. If you did not receive the newsletter, please reach out to your Account Manager so that we can add you to our distribution list.

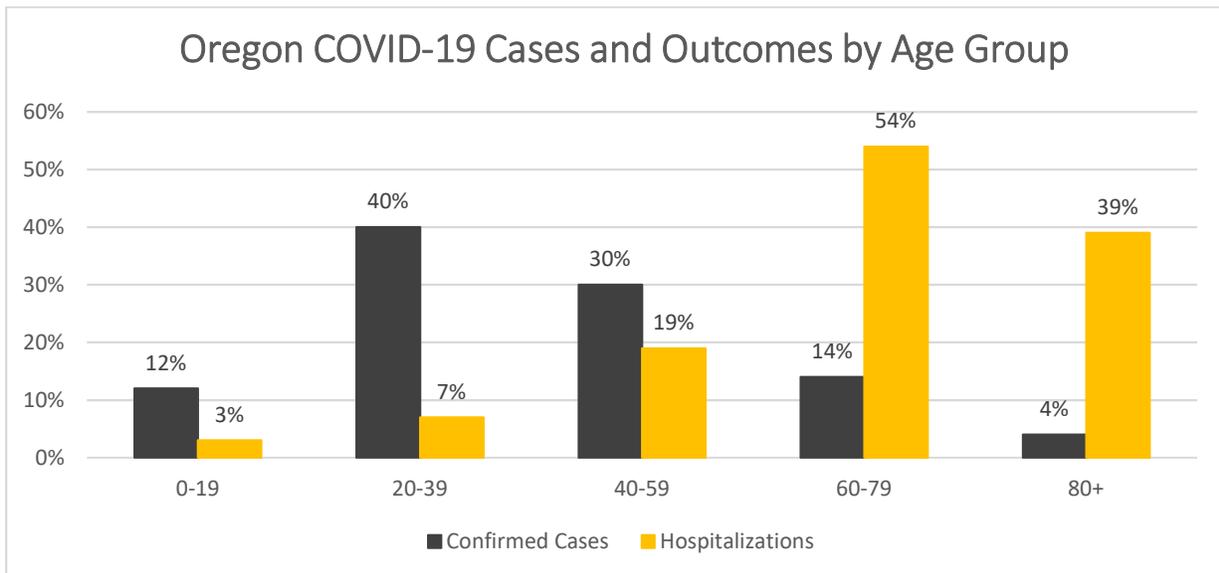
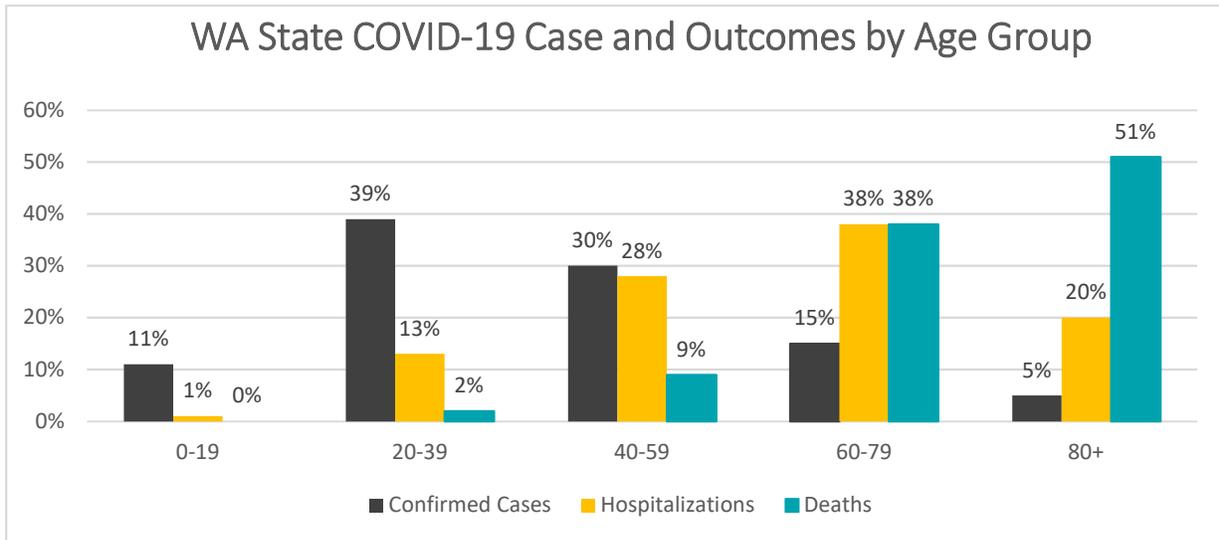
This week marks six months since the first case of COVID-19 was confirmed in the United States. We published our first COVID Update on March 2nd when there were just over 90K global cases of COVID-19 and only 53 cases in the US. By the end of this week, the current trajectory will take us to well over 15 million cases globally with over 4 million of those cases in the United States.

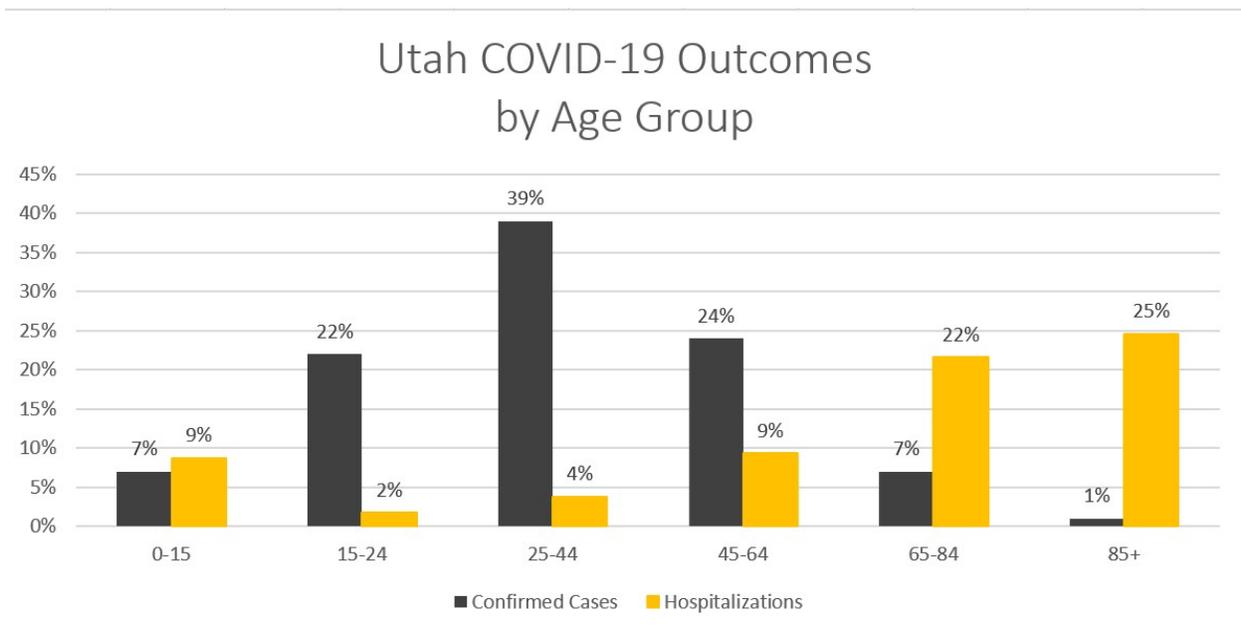
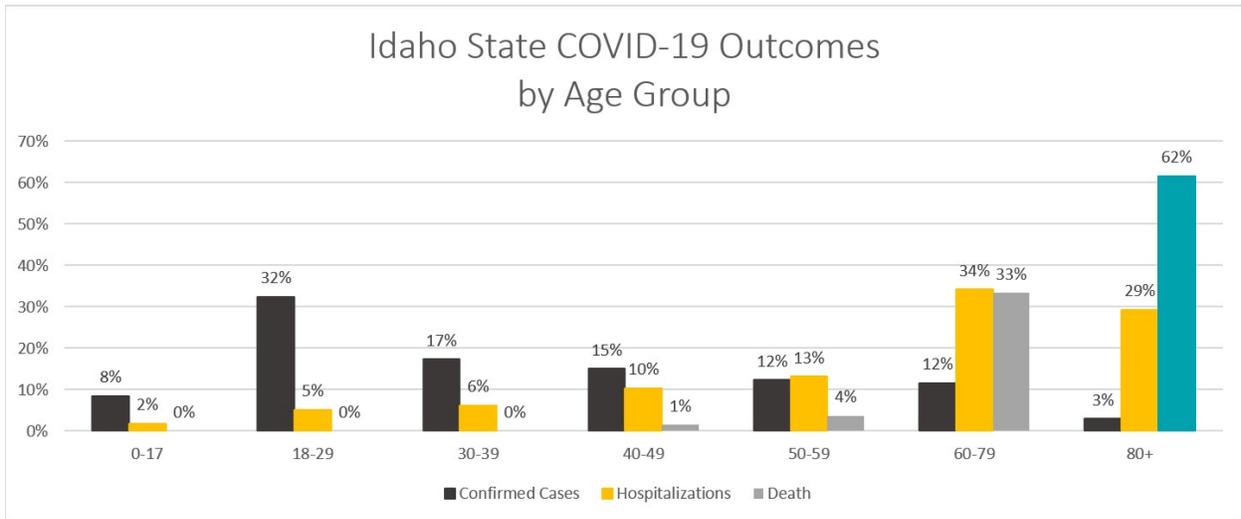
The variations in the case to fatality ratio, or mortality rate, across the globe continues to baffle researchers. The United Kingdom has the highest rate at 15.3%, Singapore has one of the lowest mortality rates at 0.1% and the U.S. is in the middle of the pack at 3.7%. However, even a small percent of millions of cases equates to a staggering number of lives lost. This week the U.S. will exceed 150K of the over 600K global fatalities.

Testing trends regionally

Testing at the local and national level shows the number of positive cases rising sharply in younger age groups. Every state reports slightly different age brackets but the trends are consistent, the under 40 age groups now make up at least 50% of the confirmed COVID-19 cases. The bar charts below show the age distribution of COVID-19 confirmed cases and their outcomes in terms of hospitalizations and deaths using the latest data available from each state's health department or authority for Washington, Oregon, Idaho, and Utah (Oregon and Utah do not publish death data by age group). While the younger population has a lower hospitalization and death rate compared to older populations, we still do not understand the long-term effects of contracting the virus.

In an interview with Mark Zuckerberg on Facebook last Thursday, Dr. Anthony Fauci stated that “young people are propagating the pandemic” by allowing themselves to get infected without understanding the risks. While young people are far more likely right now to survive a COVID-19 infection, we are only starting to see what its potential post-viral syndromes may look like.





Treatment claims trends across our membership

Over 73% of our clients have at least one member with a confirmed COVID-19 case. Because not all testing is submitted as a claim, there are likely more positive cases across a larger span of our clients that we see in our claims data. For example, return to work testing, just like pre-employment drug >testing, is not a covered benefit for our members so we do not receive claims or diagnosis codes for these types of tests.

Testing claims trends across our membership

Across our membership, approximately 10% of our members have had a COVID-19 testing claim. Approximately 2.5% of members tested have a positive COVID-19 diagnosis and just under 20% of members with a positive COVID-19 diagnosis have required hospitalization. Our largest COVID-19 hospitalization plan payment (for a single member) to date is \$58K. Less than 5% of all COVID-19



treatment plan payments (per member) have been over \$10K and 87% of all COVID-19 treatment plan payments are under \$1K.

We've been posting periodic COVID-19 Client Impact reports to our analytics portal since May 1st. They are available now for clients, brokers, and consultants to pick up quarterly. Please contact your Account Manager if you'd like to have your report sent to you or if you have any questions about the information in your report. We hope you find these reports helpful and we welcome your feedback.

Our COVID-19 member updates page contains useful information and links to resources to address the most common member questions our Customer Care Advocates receive.

We're Here for You

Our focus, dedication, and support remain steadfast as we navigate these unique times with you. Know that our Care Management nurses are reaching out to those members diagnosed with COVID-19 to help them access the care and resources they need to recover safely. Thank you for your continued trust in our organization. We are in this with you and hope that you and yours stay safe and healthy. Please reach out to your Account Manager if you have any questions or if there's anything we can do to help.

Best Regards,

Lindsay Harris

Interim President & Chief Growth Officer