

MAKING A DIFFERENCE DURING COVID-19

Throughout the COVID-19 pandemic, CareFirst has worked to ensure our members, employees and community stakeholders have access to the care and resources they need. Here's a look back on what we've done to support those we serve.



FOR MEMBERS

To meet our **members'** needs we improved access to online care and mail order medications, covered COVID tests and provided resources to answer common questions, and sent at-risk members care packages to keep them safe.

100,000

care packages distributed to our most vulnerable members



195,400

outreach calls made



FOR EMPLOYERS

We provided relief for **employers** hit hard by the financial strain of COVID. To help employees return to work, we created resources on topics like work safety, stress reduction, virtual care, and financial health.



33,500

fully-insured groups received premium credits



4,700

select customers enrolled in our premium deferral program

FOR COMMUNITIES

Working with **community** health partners, we expanded support across the region. Through key investments, we improved access to care, advanced health equity and helped protect healthcare workers serving on the front line.

1.6 million

gowns, gloves and masks provided at no cost to protect front-line workers in selected health and community-based organizations



22,220 meals

delivered in partnership with Aramark Cafeteria to minimize food insecurity in Baltimore and Washington, D.C.



FOR PROVIDERS

The pandemic has put a huge burden on **providers**. So, we offered advance payments and removed pre-approval requirements for COVID-19 tests and treatments. We also developed a data tool to help hospitals and health departments prepare for surges.

\$28 million

paid to providers through our Accelerated Payment Program



Online Data Tool

developed to help local health organizations identify higher-risk populations and support surge readiness

FOR ASSOCIATES

To keep people safe, **our workforce** went remote at the start of the quarantine. For the few who had to be in the office, we stepped up protective measures. To help people adjust, we increased online training and behavioral health support for anyone struggling.

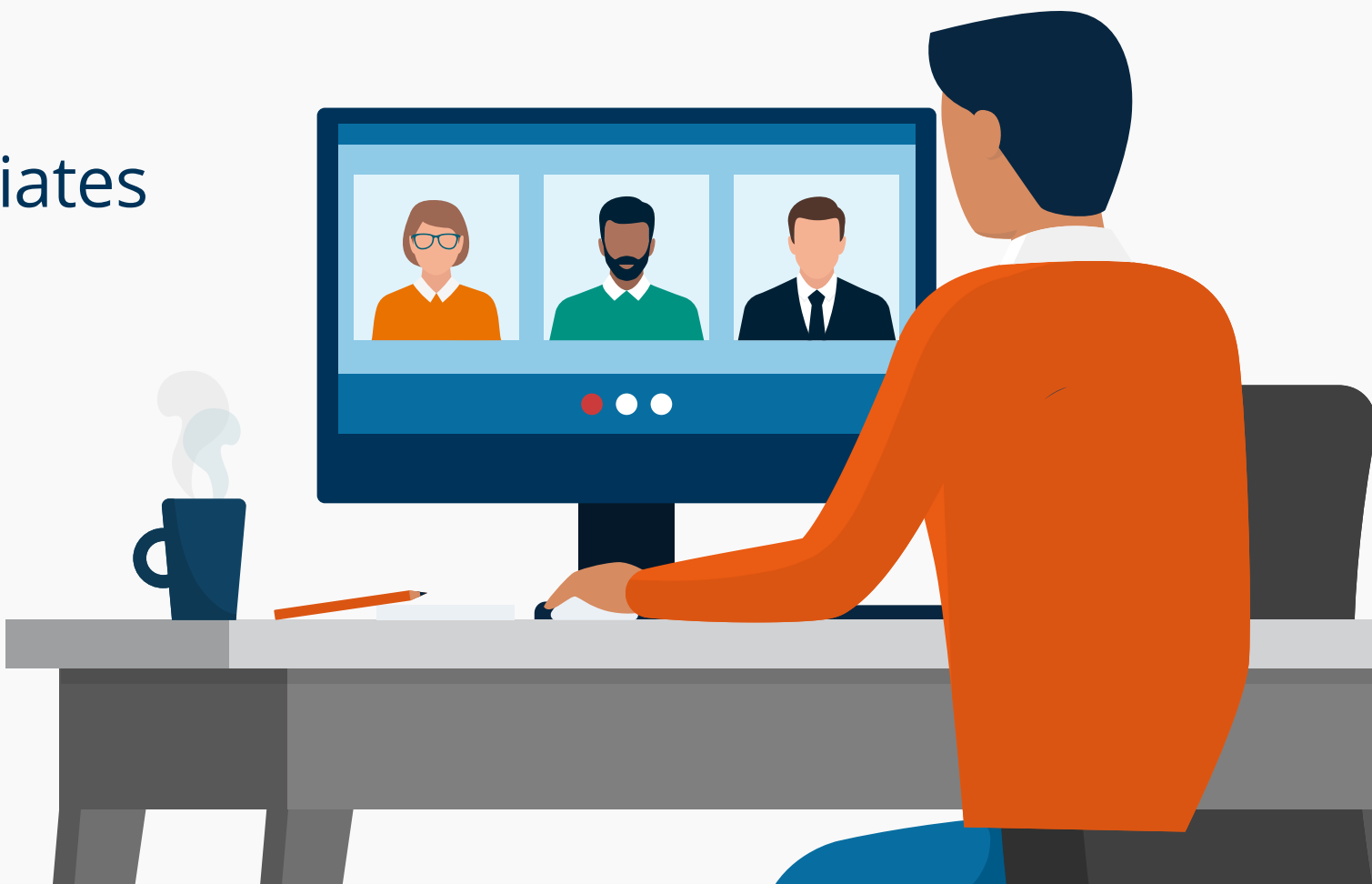
95%

of CareFirst associates worked remotely



Masks Provided

to all of our employees to protect themselves and the health of our community



MORE TO COME

CareFirst is committed to serving our members, employers, healthcare partners, communities and associates. As we advance our mission, we will continue to find more ways to offer our support. Like we have for over 80 years.