



March 27, 2020

Dear IHN-CCO Community,

The health and safety of our members and communities is our highest priority. We are taking steps to make sure we can continue to serve our community while maintaining the health and wellness of our employees. IHN-CCO is coordinating with Samaritan Health Services and other area healthcare providers to work closely with federal, state, county and local agencies in response to the novel coronavirus, known as COVID-19.

IHN-CCO is working with healthcare providers to make sure that routine and urgent health visits remain available. There are new state and federal guidelines that are making it easier for healthcare providers to use telehealth. This means that when a provider feels it is appropriate, more of their services can be offered over the phone, or through video conferencing. While this may not work for all types of services, it is our hope that the expansion of telehealth services will allow providers to focus their in-person visits on the people who need them most, and allow others to receive care from the safety and comfort of their homes.

In accordance with state and federal “social distancing” recommendations, many of our employees have been asked to work remotely to reduce the number of people in our building. It is our goal for IHN-CCO members to experience minimal disruption to their services during these extraordinary times. Using technology resources, IHN-CCO employees are still able perform most of their job duties while working remotely. Many of our scheduled meetings with community partners have been postponed or moved to phone and/or video conferencing.

For up-to-date information on coronavirus in Oregon, visit [healthoregon.org/coronavirus](http://healthoregon.org/coronavirus) or call 211. These resources offer helpful information on avoiding the coronavirus, symptoms, what to do if you think you might have the virus and more.

For links to additional resources from Samaritan Health Services, please visit our website at [samhealth.org/health-services/coronavirus-information](http://samhealth.org/health-services/coronavirus-information).

If you have any questions about IHN-CCO’s response to COVID-19, or if you would like to learn more about the impact to our services, please feel free to get in touch with Customer Service at: 800-832-4580.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce Butler".

Bruce Butler, CEO  
Samaritan Health Plans