

Memorandum

To: Gold Coast Health Plan Providers

From: Steve Peiser, Senior Director of Network Management

Re: Shield HealthCare Incontinence Supplies

Date: March 26, 2020

Gold Coast Health Plan is acutely aware of the importance of Shield HealthCare's (SHC) role in the distribution of medical supplies to the Plan's members, many of whom have health conditions that put them at a higher risk for contracting COVID-19.

In response to the pandemic, SHC has provided the following update on its operations:

- Currently, SHC remains open to service GCHP members.
- SHC does not have any unusual inventory shortages or supply chain issues.
- SHC's senior leadership is developing contingency plans for continuity of operations in case there is a surge in COVID-19 cases or supply chain impacts.
- SHC has implemented intensified cleaning, disinfecting and preventive care oversight throughout its business.
- For SHC staff members who have responsibilities that take them into health care facilities or put them in direct contact with patients, SHC has advised them to be aware of facility restrictions that may limit their access and have stressed their adherence to the above safety guidelines as well as guidelines related to social distancing.

As this is a dynamic situation, GCHP will keep you updated regarding any changes that could potentially effect Plan members receiving supplies from SHC.

If you have any questions, please contact the Provider Relations Department at ProviderRelations@goldchp.org. Thank you.