



MEDEX | 1201 Dove Ste. Ste. 300 | Newport Beach, CA 92660 | 877.221.1700 | www.medexhco.com

MEDEX BULLETIN

Date: March 19, 2020
To: MEDEX Clients and Partners
Subject: **MEDEX Operational Continuity During Coronavirus Developments**
Statement of Readiness of the MEDEX Networks
Employer Resource Guide

From: 
Lauren Kubota
Risk Manager

MEDEX Operational Continuity During Coronavirus Developments

As employers, we are all in the same boat in operating under the unusual circumstances presented by the rapid developments surrounding the Coronavirus pandemic. We want to assure you that MEDEX is, and continues to be, fully operational and dedicated to servicing our valued clients. We are sending this bulletin to inform you of the measures we are taking to protect our employees, ensure business continuity, and guide our clients through to the novel issues and questions you may be facing today.

MEDEX's Internal Health, Safety, and Business Continuity Measures

Since February, MEDEX has taken internal steps to mitigate the possibility that our workforce will be affected by the spread of the Coronavirus, including remote work options for employees who may need to self-isolate or stay at home due to school closures, company sponsorship of 100% of employees' Gold HMO health insurance plans, active communication about our group health insurer's resources for COVID-19 care, intensified disinfection of our offices, supplying hand sanitizer stations, tissues, and cleaning supplies throughout the office, handwashing reminders, and limiting in-person meetings and visitors.

On Tuesday, March 17, 2020, the Orange County Health Department issued an order that was widely interpreted to prohibit public or private gatherings, including offices, with some exceptions relevant to our vital operations. In anticipation of such events, MEDEX activated its Business Continuity Plan under the daily oversight of our Disaster Response and Business Continuity planning team. The measures in place today are:

- Remote work options for all employees, with a resource emphasis on client services and availability of our in-house experts
- Seamless continuation of our secure and paperless processes
- Maintaining a physical presence in our office headquarters of at least one executive team member at a time for an additional security layer, until otherwise ordered by government or health authorities
- A limit of five attendees for in-person gatherings while maintaining social distancing practices
- Heightened standards for internal communication to keep our team collaborative on client needs and updated on new developments

We're Here to Help

While we know that some of our clients are not in a position to take similar measures due to the nature of their businesses, MEDEX is committed to fully supporting you through the Coronavirus threat and other workplace health contingencies. **We also have immediate staffing options to accept interim referrals** for Medical Case Management, Utilization Review, Bill Review, and MSA services from clients whose other vendors are experiencing business interruptions.

To assist with your company's response to the effects of the Coronavirus pandemic, please refer to our **Statement of Readiness of the MEDEX Networks** for guidance on using MEDEX's services to respond to Coronavirus issues and our **Employer Resource Guide** to locate the most reliable and up-to-date information from state, national, and health authorities.



MEDEX | 1201 Dove Ste. Ste. 300 | Newport Beach, CA 92660 | 877.221.1700 | www.medexhco.com

Statement of Readiness of the MEDEX Networks

The Coronavirus outbreak presents a challenge for all levels of society, especially for the healthcare system and for employers. For those special circumstances or employee lines of work that may make contracting the virus occupational, MEDEX has verified our networks' key medical providers' plans and readiness for testing, treating, and referring Coronavirus cases.

Our Network Providers Have Deployed Coronavirus Response Plans

Our medical leadership and Provider Relations team have been in direct contact with all MEDEX networks' key Point-of-Entry (POE)/Occupational providers and clinics, such as Kaiser-on-the-Job, Concentra, Reliant, HealthPointe, WorkPartners, Proactive, ProCare, and others to confirm their COVID-19 readiness statements. Each confirmed that clinical policies and procedures have been deployed in accordance with guidance from local health officials, the CDC, WHO, OSHA, and other formally recognized organizations. They are each remaining abreast of the latest recommendations and mitigation frameworks to adapt their policies and procedures as necessary.

These response plans include the following procedures and preparations for Coronavirus:

- A clinical triage process to detect, isolate, and escalate potential Coronavirus cases
- Appropriate screening/testing for patients per available specimen collection kits as approved by local/state/federal health authorities
- Assurance that all infection control procedures are in place and overseen by their designated Chief Medical Officer and/or Infection Control Committee

Point-of-Entry Care and Case Escalation

MEDEX networks' key POE/Occupational providers and clinics are the appropriate medical entities to refer a possible case of COVID-19 in the employment setting. In case of an indication or confirmation of infection, these key providers and clinics are prepared to escalate the case to an infectious disease specialist or the hospital site designated by local health departments, the latter case being more likely as COVID-19 preparations and orders are increasingly put in place by local and state government. Team MEDEX has also deployed a Provider Relations recruitment team to immediately increase our Infectious Disease specialty offering in order to boost our network's bandwidth to activate against the pandemic.

Use MEDEX as a First Resource

Should you have any additional questions or require additional assistance, we strongly encourage you to tap any of our available department resources. We remain ready and on standby to serve you and your employees to mitigate the effects of the Coronavirus on your team members, your business operations, and your Workers' Compensation risk exposure.

MEDEX Medical Access Assistant (MAA): Support team to assist in locating available network providers and/or scheduling provider appointments.

Email (Preferred): MAA@medexhco.com

Phone: 1-888-509-1474

Fax: 1-888-651-0088

MEDEX Provider Relations: For reporting of provider listing inaccuracies and/or to submit feedback on a provider's performance.

Email: providerrelations@medexhco.com

Phone: 1-877-775-7772



MEDEX | 1201 Dove Ste. Ste. 300 | Newport Beach, CA 92660 | 877.221.1700 | www.medexhco.com

Employer Resource Guide

Resources for All Employers

Source	Detail	URL
Centers for Disease Control and Prevention	Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)	https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html
Centers for Disease Control and Prevention	About Coronavirus Disease 2019 (COVID-19)	https://www.cdc.gov/coronavirus/2019-ncov/about/index.html
Centers for Disease Control and Prevention	Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 (COVID-19) Exposure in Travel-associated or Community Settings	https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html
New York Times Business Section	The Coronavirus Outbreak Live Business Story Updates	https://www.nytimes.com/2020/03/02/business/stock-market-today.html?action=click&module=RelatedLinks&pgtype=Article
The U.S. Equal Employment Opportunity Commission	Pandemic Preparedness in the Workplace and the Americans with Disabilities Act	https://www.eeoc.gov/facts/pandemic_flu.html
United States Department of Labor – Occupational Safety and Health Administration	Safety and Health – COVID-19	https://www.osha.gov/SLTC/covid-19/
United States Department of Labor – Occupational Safety and Health Administration	OSHA Fact Sheet – What Employers Can Do to Protect Workers from Pandemic Influenza	https://www.osha.gov/Publications/employers-protect-workers-flu-factsheet.html
California Department of Public Health	News Releases	https://www.cdph.ca.gov/Programs/OPA/Pages/New-Release-2020.aspx
California Department of Public Health	Immunization Branch – Coronavirus 2019	https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx
Labor & Workforce Development Agency	Coronavirus 2019 (COVID-19) Resources for Employers and Workers	https://www.labor.ca.gov/coronavirus2019/



MEDEX | 1201 Dove Ste. Ste. 300 | Newport Beach, CA 92660 | 877.221.1700 | www.medexhco.com

Resources for Employers Covered by Cal/OSHA's ATD Standard

Centers for Disease Control and Prevention	Resources for Healthcare Facilities	https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/index.html
State of California Department of Industrial Relations	Interim Guidance for Protecting Health Care Workers from Exposure to 2019 Novel Coronavirus	https://www.dir.ca.gov/dosh/Coronavirus-info.html

Resources for Employers of Employees Who Travel Internationally

Centers for Disease Control and Prevention	Coronavirus Disease 2019 Information for Travel	https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html
Centers for Disease Control and Prevention	Travel Health Notices	https://wwwnc.cdc.gov/travel/notices
World Health Organization	Updated WHO Recommendations for International Traffic in Relation to COVID-19 Outbreak	https://www.who.int/news-room/articles-detail/updated-who-recommendations-for-international-traffic-in-relation-to-covid-19-outbreak/