



To the extent that the COVID-19 (coronavirus) situation keeps progressing, we are committed to doing everything possible to protect your health by keeping you safe at home and, at the same time, allow you to get an adequate attention.

Next, we include some answers to the most frequently asked questions we have received from our MCS Classicare members:

1. Does MCS Classicare cover the COVID-19 test?

Yes. Given the COVID-19 emergency situation, care protocols have been activated on the Island to ensure adequate care for those at risk.

2. What copayment or coinsurance do the MCS Classicare member must pay at the laboratory for the COVID-19 test?

None. There will be no cost to the member.

3. Do MCS Classicare members need a medical order to get tested for COVID-19?

Yes. A medical order is required to get a COVID-19 test.

4. Should MCS Classicare members postpone their medical appointments to avoid COVID-19 infection?

At this time, members should call their doctor to know the protocol established by the provider related to programmed appointments. One recommendation by the CDC is to avoid contact with sick people.

5. What option do MCS Classicare members with the symptoms have?

One of the recommendations from the CDC is to avoid contact with sick people. Therefore, **virtual medical visits** are an innovative and safe alternative to prevent contagion. Given the current scenario, **virtual medical visits** represent a care option, especially for older adults and those with chronic conditions, such as: cardiovascular diseases, diabetes and lung diseases. This option allows members to receive a medical consultation without exposure to healthcare scenarios, thus avoiding the spread of respiratory diseases and COVID-19.

The MCS Classicare member can speak with a doctor without leaving his or her home via the Medilínea MD service. The member should call at 1.877.522.3632.



6. If the member requires hospitalization, will MCS Classicare cover hospitalization services?

Yes. MCS Classicare will cover coronavirus hospitalization as usually covered for any other medical condition.

7. How will MCS Classicare cover drugs during the coronavirus emergency period?

MCS Classicare has modified its processes to speed up access to services during the coronavirus emergency in Puerto Rico and ensure that members can get refills of their maintenance drugs, even if they still have some available at home, among other initiatives. MCS Classicare is making sure pharmacies are fully operational to meet members' needs.

8. Will MCS Classicare cover drugs for members with coronavirus symptoms?

There is currently no specific treatment for the coronavirus. However, our OTC benefit and the prescription drug formulary offers extensive coverage for drugs to treat coronavirus symptoms, such as fever, cough and respiratory problems. Before using any drug, members should consult with their healthcare providers regarding which drugs are appropriate, according to their health conditions.

9. If the member needs drugs, can he or she go to the pharmacy during the lockdown decreed by executive order by the Governor of Puerto Rico?

Yes. Under the provisions of the lockdown, visits to pharmacies are allowed, as it's a healthcare service. However, as much as is possible, we recommend that members use the pharmacy drive thru as a prevention measure, if available.

10. Where can the MCS Classicare members call if they have questions or concerns regarding the health coverage benefit?

MCS Classicare members can contact our Customer Service Call Center at 787.620.2530 (metro area) or 1.866.627.8183 (toll free), which will be serving them with special hours, Monday through Sunday from 8:00 a.m. to 5:00 p.m., as a result of the Governor of Puerto Rico's executive order. Hearing impaired (TTY) can call 1.866.627.8182.

11. Are MCS *Tu Ruta al Bienestar* activities cancelled?

Yes. Our priority is the health and well-being of our members and the community in general. As a preventive measure to reduce the risk of contagion from COVID-19, we have decided to cancel MCS's *Tu Ruta al Bienestar* activities until further notice. Members should stay tuned to our social networks for more details. We will resume the activities as soon as possible.



12. Will the Service Centers remain open during the lockdown decreed by the governor of Puerto Rico's executive order?

Our Service Centers will remain closed until April 12, 2020. However, our members can call our Customer Service Center at 787.620.2530 (metro area) or 1.866.627.8183 (toll free), Monday to Sunday from 8:00 a.m. to 5:00 p.m. Hearing impaired (TTY) can call 1.866.627.8182.

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