

Updates on Portico's COVID-19 Support

myPortico <myPortico@porticobenefits.org>

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To: Carissa Abraham <cabraham@nclutheran.org>;

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Grace and peace to you.

With most of the U.S. currently under some kind of stay-at-home order, we understand that this can feel like an especially uncertain and isolating time. Portico remains by your side. New updates to your ELCA-Primary health benefits provide additional support as you seek health care or receive testing and treatment for COVID-19. Please know that as a member, you're not just covered by ELCA-Primary health benefits — your continued well-being is top-of-mind for all of us at Portico.

Enhanced coverage for COVID-19 testing and treatment:

- Your ELCA-Primary health benefits will pay 100% of the costs for FDA-approved COVID-19 testing and the related provider visit needed to order or administer the test, including an office visit, urgent care visit, or emergency room visit.
- All deductible and coinsurance costs for covered COVID-19-related treatment received through May 31, 2020 will be waived. Your ELCA-Primary health benefits will pay 100% of the costs.

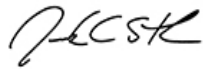
Remember you can seek care without leaving home:

- For non-emergency primary care available 24/7, use the new text-based app, 98point6®, at no cost per visit. Not registered yet? Register at 98point6.com/portico.
- [Doctor on Demand](#) telephone and virtual visits are available at no out-of-pocket cost to you through June 14, 2020.
- Use available telehealth visit options with your current medical and mental health providers without leaving home, subject to plan deductibles and out-of-pocket provisions.

Additional ELCA-Primary health benefit resources:

- We encourage you to use your ELCA-Primary health benefits to help you and your covered family members stay well — both physically and emotionally. Contact Portico Care Coordinators by Quantum Health® directly at **877.851.5656** to answer questions about resources, your benefits, and claims.
- Visit myPortico's new timely [resources page](#) for access to frequently updated resources on COVID-19.

Peace,



Josh Smith
Senior Director, Products

P.S.:

Deacon Tammy Devine offers ideas on how to pause and listen to what God might be inviting us to attend to during this time. Find them [here](#).

Have any questions?

Contact the Portico Customer Care Center

800.352.2876

mail@PorticoBenefits.org

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The eligibility for any benefit will be governed by the terms of the ELCA Health Plan.

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