



**To:** Brokers

**From:** Matt Gerrell, CEO, Health First Health Plans

Dear Valued Broker,

Health First Health Plans values you and our thousands of members. This past year we have all faced the challenges of the COVID-19 pandemic. During that time Health First Health Plans has provided members with up-to-date information on the pandemic as well as additional benefits to help ease the hesitation of our members visiting their provider's office and to make this time less stressful.

With Governor Ron DeSantis' recent announcement suspending Florida's COVID-19 public health restrictions and the Centers for Disease Control (CDC) new guidelines for fully vaccinated individuals; Health First Health Plans will begin sunsetting a few of the additional benefits offered during the pandemic.

The following additional benefits will be discontinued as of June 30,2021.

#### Medicare and Commercial Members

- \$0 virtual health copay for any contracted providers for any diagnosis. This includes primary care, specialist or urgent care. Virtual health will continue to be covered, but we will apply the appropriate cost-share.
- Waiver of cost-share for virtual behavioral health services.

#### Individual and Commercial Members

- Coverage of audio/telephone only services
- Coverage of remote patient monitoring services

Health First Health Plans is committed to providing it's members with the best health plan possible. During the Public Health Emergency associated with COVID-19 we will still continue to offer:

- Virtual health visits at all in-network providers until September 30,2021, with appropriate cost-share or copay.
- No cost share for COVID-19 testing, which includes copayments and coinsurance for all related diagnostic testing.
- Waive the early refill limits on 30-day prescription maintenance medications for all members with pharmacy benefits.

We hope this past year, while challenging, has kept you and your family well and safe. Thank you.

Health First Health Plans | 6450 U.S. Highway 1, Rockledge, FL 32955

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