

Dear MediExcel Health Plan Clients, Brokers, and Channel Partners:

I wanted to personally inform you MediExcel Health Plan is monitoring the progression and recommended preventive measures related to the coronavirus (COVID-19) outbreak. We are focused on our readiness to serve our members, sustain our business operations, and maintaining a safe work environment for our employees.

Excel Hospital in Tijuana has deployed a respiratory triage area to support the potential high demand for screening, while our providers in Mexicali and Tecate are readying their facilities. We will continue to base our actions on the Center for Disease Control and Prevention's recommended steps to help prevent the spread of the virus.

At our San Diego office, we have developed a contingency plan to keep our employees safe while sustaining remote administrative support operations for our clients, brokers, and channel partners. The functions below will continue through this difficult time:

- Group Administration Support
- Claims Support & Processing
- Client Support & Installation
- Enrollment Support – via skype, facetime, or telephone when site visits are not possible
- Credit Card & Wire Transfers of Premium Payments
- Sales Support, Client Presentations & Broker Compensation

We have shared specific instructions with our employees on the importance of staying home should they feel sick. Our office is ramping up its cleaning efforts and has provided hand sanitizer to employees and has asked that they wash their hands thoroughly and frequently as a further precaution.

We will continue to monitor this unstable situation to ensure essential services remain operable.

Please advise your clients of our payment policy, which allows up to 60 days to pay premiums. Clients can obtain help at applications@mediexcel.com, memberservices@mediexcel.com, or by accessing their accounts via our Client Access Portal. If they have not signed up, please have them send a request to sales@mediexcel.com.

For any policy changes or updates, please check our website at www.mediexcel.com. Thank you for your continued support.

Sincerely,

Anthony Llompert
Chief Operating Officer
MediExcel Health Plan