



Dear Provider,

Harvard Pilgrim Health Care would like to thank you for the extraordinary skill and determination that you have demonstrated during the COVID-19 pandemic. In support of our mutual commitment to our members' well-being, we are writing to ask that you please consider moving your patients who require Remicade or Privigen infusions to a home infusion provider, if you have not already done so.

During this unprecedented health crisis, we are concerned about our members requiring these infusions — who are at a considerably greater risk of complications and death from COVID-19 infection. As you are aware, many of these members may effectively and safely receive these infusions at home, circumventing the exposure risk presented by traveling to an infusion center. Harvard Pilgrim has identified three contracted home infusion providers who currently have capacity (but any home infusion agency of your choice is fine):

- CORAM/CVS: 866-899-1661
- New England Life Care: 1-800-290-6558 x4195
- Option Care Health: 1-800-624-4584

We ask that you move your eligible patients to a home infusion service for the duration of the pandemic in the interest of the social distancing and quarantine efforts underway throughout New England. We are happy to assist you with the *temporary* transfer of prior authorization to a home service provider of your choice, which may be reversed when governing bodies consider it safe to relax social distancing efforts. Your prior authorization staff may contact Harvard Pilgrim's Care Management department at 866-750-2068 to facilitate the temporary transfer.

We also want to let you know that on Wednesday, April 1, 2020, a similar letter went out to all Harvard Pilgrim members currently on Privigen or Remicade, expressing our hopes that they will move to home infusion *if their physician deems it safe*.

Again, thank you for your dedication to providing high-quality care to our members during these trying times. For any questions you may have about Harvard Pilgrim's response to the COVID-19 crisis, please refer to the resources offered on our provider website (www.harvardpilgrim.org/providers).

Best regards,

A handwritten signature in black ink, appearing to read "Jeff Sedlack".

Jeffrey D. Sedlack, MD, MBA, FACS
Associate Medical Director