



# An Update from HealthTrio: Our Response to Coronavirus (COVID-19)

The health and safety of our employees, clients, and communities is our top priority

At HealthTrio, we're dedicated to the safety of our employees as well as the ability to support uninterrupted operations. These are our highest priorities, especially in response to the evolving coronavirus (COVID-19) situation. We've already taken a number of steps in support of our employees and the HealthTrio community of members, providers, and other users.

## How HealthTrio is responding to Coronavirus COVID-19:

- HealthTrio has enacted a remote-enabled workforce. This coverage allows our team members to continue all day-to-day operations and maintain business as usual, without disruption in service or availability.
- HealthTrio has imposed a moratorium on non-essential company travel and attendance at conferences and other large gatherings.
- HealthTrio is monitoring authoritative information channels at the federal (CDC), state (AZ) and local (Tucson/Pima County) levels.
- HealthTrio has added the new COVID-19 codes (U0001, U0002, and 87635) to the portal for use in code lookup, claims, referrals and authorizations.
- For all of our clients, our health information vendor Healthwise has provided highly educational COVID-19 information. This content is being provided as a public service, does not require a fee or contract with Healthwise, and can be imbedded on any page in your portal to direct users. Contact your CSC for more information.

We're committed to providing secure, undisrupted healthcare solutions for you, your members & providers, and the entire HealthTrio community. We'll continue to do all we can to help navigate these uncertain times and provide updates on our ongoing efforts. Please let us know if you have any questions. Our Help Desk is open as usual; please feel free to contact them as you would under normal conditions or any extenuating circumstances.

Be well,

J. Dominic Wallen  
President, COO  
HealthTrio

HealthTrio is on a mission to simplify healthcare.  
Contact us at [LearnMore@healthtrio.com](mailto:LearnMore@healthtrio.com)

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