

12.03.2020

## Corona/Covid19- Medical Aid Update

### **Dear Member & Family**

We would like to take this opportunity to update you on our service delivery as of this **Thursday afternoon**.

- Our offices continue to be serviced by our Health Insurance Assessors /Advisers.
- We will continue to answer your queries on the telephone and by email.
- We are continuing to assess your claims.
- **In line with Public Health Advice, we ask our Members not to present in person to our offices until further notice.**
- **Please post your claims to our office address. This is to minimise risk to our service team and to the continuity of our service.**

### **Our Current Claims Position**

- As part of our Risk Management Strategy, we put in place measures to ensure that our claims process was as robust as possible.
- ANNUALS – all Annuals received up to Wednesday of this week will be paid this Friday (2,738 Annuals will be processed).
- REGULAR CLAIMS – All regular claims received up to Wednesday of this week will be paid this Friday.
- HOSPITAL/CONSULTANT – INPATIENT / DAYCARE – We continue to pay all Hospital claims electronically .

### **Do I Use my Health Insurance if I get Covid-19?**

- COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus.
- This is a **Public Health issue** within the country as you will be aware from Radio, TV & Social Media
- The Public are first of all asked to contact the Emergency telephone numbers
- Your local GP or NowDoc Out of Hours GP Service : [1850 400 911](tel:1850400911)
- Gardaí / Emergency Services: [999](tel:999) / [112](tel:112)
- Infection prevention and control is a key priority globally, and the HSE is advising those who worry that they may have been exposed to the virus **not** to attend A&E, Urgent Care facility or GP surgery.
- We advise members to contact the HSE directly on 1850 24 1850 if they've been to an affected area or have been in contact with a confirmed case or are experiencing symptoms.
- Currently, treatment is in dedicated **Public Hospitals** where patients are treated on a **Priority Needs Basis** and Health Insurance does not have any connection to treatment.

We will continue to update you on our website should our Service levels change by email and on our website.

Henrietta Kearney

Manager