From: Joyce DuPree
To: All Water Works Employees
Subject: Save More Live Better
Date: Tuesday, April 7, 2020 2:13:18 PM
Attachments: image001.png
Email BWWB - Save More Live Better (003).jpg
Zero Copays COVID-19 Program Info.pdf

See attached communication from Abacus, our Diabetes Rewards Program provider.

Good Health GATEWAY®

Diabetes Care Rewards Program

Good Health Gateway® Program

COVID–19 INFORMATION

Maintaining the health and safety of our members is a top priority during this public health crisis. We want you to be aware of what we are doing to support members enrolled in our Diabetes Care Rewards Program.

The **Good Health Gateway** HelpLine is fully operational. HelpLine Advocates are available to answer member's questions about the program, assist with program enrollment and schedule a time for members to speak with one of our diabetes educators.

Due to the challenge in scheduling/keeping routine appointments, all members in the program with a lab or exam coming due between March 1 and April 30, 2020 will receive a 60-day extension. This ensures that our members continue to have access to their much-needed diabetes medications and supplies. We will continue to evaluate this as needed. We understand that not all areas of the country are experiencing healthcare system challenges, so we encourage members to call their doctor to determine if they should keep their scheduled appointment.

We want to encourage your employees and their family members to take advantage of the valuable resource they have in our Diabetes Educators and Pharmacists. Members can schedule a call with one of our clinicians by calling 800.643.8028.

Member information will be available on our Facebook page with important links to the CDC and American Diabetes Association.

A Constant Contact e-mail was previously sent to all members in the program with important information about how to care for their diabetes during these challenging times. We will continue to share updated information periodically through Constant Contact.

It is especially important for our members to follow public health guidelines and continue to take care of their diabetes and all aspects of their health during the coronavirus pandemic.

Member questions can be addressed by our Helpline Advocates at 800.643.8028. Program administration questions can be addressed by contacting Linda Loiselle at lloiselle@abacushealth.com

800.643.8028 | GoodHealthGateway.com

Thanks,

Joyce