

March 24, 2020

Hello Policyholders, Partners, and Friends,

To those of you on the front lines of the COVID-19 crisis, thank you. We appreciate and support your work. As your risk partner, we are here to help you with prevention strategies as well as with navigating emerging issues related to COVID-19. We are also here to serve you, our customers as you continue to play a vital role in supporting the health care in our communities.

Our efforts to get you the latest information includes the following:

- We added Frequently Asked Questions and links to expert resources to our websites. Click the green bar at the top of MMICgroup.com, UMIA.com, Arkansasmutual.com or ConstellationMutual.com.
- Our Risk and Patient Safety Experts are posting the latest questions, information, and resources on our Online Forum. Click here to request access: <http://constellationmutual.com/forumaccess/>
- We also have resources, checklists, and education on our websites including our [Virtual Care Risk Checklist](#).

We'll continue to update these in the coming days and weeks as the situation continues to rapidly evolve. We know you will continue to have questions, and we very much want to hear them. We undoubtedly won't have answers for all of them, but we are committed to navigating alongside you. We can share the latest information and problem-solve difficult issues together.

Please take care of yourselves, your family, your colleagues and your community.

Laurie Drill-Mellum, MD, MPH



Chief Medical Officer, Constellation