

# Important information for our valued members

The health and safety of our members and employees is and always will remain our top priority. We are closely monitoring new developments regarding COVID-19 (coronavirus) to ensure we are doing our part to keep the community safe.

## **We're available to help and support**

You rely on us for your medical needs, and we're going to continue to provide reliable medical access that you can count on.

Our member service team is ready to listen to you and provide assistance to all authorization, eligibility and claim issue to make sure your needs are taken care of.

Our 4 AP urgent care centers are available 7 days a week to ensure your health is of the utmost importance.

Call your primary care provider or your nearest hospital if you think you have COVID-19 symptoms or believe you've been exposed. They will direct you to the most appropriate care.

## **Stay Informed**

For latest updates and news about the COVID-19, please visit following sites:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>



**Allied Pacific IPA**

We Understand & We Care!