



Dear Policyholders,

The Bahamas has joined other countries around the world that are affected by the pandemic of COVID19. The health and safety of our insureds is of utmost importance.

Whilst this pandemic has resulted in adjustments to our accustomed lifestyles, BahamaHealth has fully mobilized our staff via our Business Continuity Plan to avoid disruption in our service to you.

All medically necessary and appropriate care continues to be covered under your health care plan.

We continue to closely monitor updates provided by The Ministry of Health and the Centre for Disease Control on the Coronavirus. We encourage you to do the same by visiting the websites:

<http://www.bahamas.gov.bs/health>

<https://www.cdc.gov/>

We encourage you to follow the global strategies of decreasing transmission:

- Respiratory hygiene/Cough etiquette
- Social distancing
- Contraction (hand washing +/- alcohol based sanitizer)
- Calling the hotlines provided by the Ministry of Health - T: 376-9350 (8am-8pm)/T: 376-9387 (8pm-8am)

These continue to be the primary pillars of defense against this virus. Hospitals and clinics will undoubtedly be on high alert as to not jeopardize the vulnerable patients already in their care. This means that calling first may be the most effective method of getting triaged for testing, case appropriate isolation and/or treatment.

Should you require additional assistance, please do not hesitate to contact BahamaHealth for further information at 396-1300 or 396-1311 or via our WhatsApp numbers - from 9am to 5pm - provided below.

**For Claims Support:** 806-HELP / 806-4357

**For Client Care:** 807-CARE / 807-2273

**For Billing:** 814-BILL / 814-2455

For after-hours assistance, please call 396-1303.

Your BahamaHealth Team