



## Coronavirus 2019 (COVID-19)

With the evolving status of the coronavirus (COVID-19) pandemic, we want to assure you that the health and well-being of our customers, brokers, clients, and providers remains our highest priority. We are committed to making sure members can access their benefits and take care of their health. We are also committed to taking care of our employees. We continue to monitor developments and updates from the [Center for Disease Control](#), [World Health Organization](#), and resources.

We have a business continuity plan in place to ensure we are able to continue our business operations and be there for our customers and partners when they need us. Responses to an event such as COVID-19 outbreak include implementing a work from home model, increasing personal and business hygiene, and eliminating all non-essential travel and external business-related meetings. During this time, we will still be available during our normal business hours.

Please know that we are taking precautionary measures to minimize the effects of COVID-19 on our customers and employees. We encourage you to please take additional steps to ensure your personal health and safety.

**FOR TEMPORARY BUSINESS CLOSURES:** We understand that some of our groups may be forced with temporarily closing their doors due to COVID-19. As an employer, if you choose to deem your employees still “actively employed” and “benefits-eligible” during that temporary closure, TDA will recognize those statuses. In the event an employer institutes temporary layoffs, any members who are rehired within 12 months will be enrolled first of the following month with no evidence of insurability or waiting period requirements.

**FOR ALL OUR GROUPS:** We are currently extending the grace period for remitting premium payments to 90 days, as well as complying with any state-specific special emergency orders that are issued.

We will provide additional details as they arise.

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